



TASK ORDER REQUEST (TOR)

GSC-QF0B-2018-33228

Reserve Component Automation Systems (RCAS) Bridge

in support of:

United States (U.S.) Army Program Executive Office, Enterprise Information Systems (PEO EIS)

Issued to:

CACI NSS, INC

47QTCK18D0009

Alliant 2 Governmentwide Acquisition Contract

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:

The Federal Systems Integration and Management Center (FEDSIM)

1800 F Street, NW (QF0B)

Washington, D.C. 20405

August 20, 2018

FEDSIM Project Number AR00917

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Alliant 2 Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment B.

B.2 CONTRACT ACCESS FEE (CAF)

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a CAF. In accordance with the Alliant 2 base contract, the CAF shall be 0.75 percent of the total TO value with a cap of \$100,000 per year per order (when order is in excess of \$13.3M per order year). This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO Award (TOA).

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus-Fixed-Fee (CPFF) Term basis for mandatory CLIN 0001, optional CLIN 0002 and Not-to-Exceed (NTE) basis for CLINs 0003, 0004, 0005, and 0006.

B.4 SERVICES AND PRICES/COSTS

Long-distance travel is defined as travel over 50 miles from customer locations. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPFF	Cost-Plus-Fixed-Fee
NSP	Not Separately Priced
NTE	Not-to-Exceed
ODC	Other Direct Cost

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B.4.1 ORDER PERIOD:

FOIA Exemption B.4

MANDATORY CPFF LABOR CLIN

CLIN	Description	Cost	Fixed Fee	Total CPFF
0001	Labor (Tasks 1-8)	\$	\$	\$
	Total CPFF	\$	\$	\$

MANDATORY CPFF LABOR CLIN

CLIN	Description	Cost	Fixed Fee	Total CPFF
0002	Labor (Tasks 9)	Do not fill	Do not fill	\$
	Total CPFF	Do not fill	Do not fill	B.4

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total Ceiling Price
0003	Tools Including Indirect Handling Rate <u>XXXX</u> %	NTE	B.4
0004	ODCs Including Indirect Handling Rate <u>XXXX</u> %	NTE	B.4
0005	Long-Distance Travel Including Indirect Handling Rate <u>XXX</u> %	NTE	B.4
	Total	NTE	\$31,101,615

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0006	Contract Access Fee	NTE	B.4

ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

CLIN	Description		Total Ceiling Price
0007	Accounting for Contractor Manpower Reporting (C.5.1.3)	NSP	NSP

TOTAL ORDER PERIOD CLINs:

\$ _____

FOIA Exemption B.4

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B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices, provided that the basic contract does not prohibit the application of indirect rate(s) on these costs.

- a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.
- b. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant 2 labor categories. Specialized or rare labor categories, including Ancillary Service Labor Categories, not explicitly defined in any labor category description in Section J, Attachment 3 of Alliant 2 Master contract must be approved by the FEDSIM Contracting Officer (CO) (Section B.6.1, Alliant 2 Master contract).

B.5.3 ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

The costs to be reported under this CLIN 0007 are those associated with the reporting requirements specified in Section C.5.1.3 and shall be reported under CLIN 0001.

B.6 INCREMENTAL FUNDING B.X.X INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION *(To be completed at award)*

Incremental funding in the amount of \$XXX,XXX,XXX for CLINs ____ through ____ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs may be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through _____, unless otherwise noted in Section B. The TO may be modified to add funds incrementally up to the maximum of \$XXX,XXX,XXX over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

When the work required under any CLIN is completed, and that work is within the total estimated cost shown above, the contractor shall be entitled to payment of fixed fee proportional to cost incurred for that CLIN. The contractor may present, with its monthly vouchers for costs, a fee voucher in an amount bearing the same percentage of fixed fee as the certification of incurred costs bears to the total estimated cost for each CLIN. However, in accordance with FAR 52.216-8, after payment of 85 percent of the fixed fee for the total TO, the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer (CO) may withhold further payment of

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fixed fee until a reserve shall have been set aside in an amount which the FEDSIM CO considers necessary to protect the interest of the Government.

B.6.1 INCREMENTAL FUNDING CHART FOR CPFF

See Section J, Attachment C - Incremental Funding Chart (Excel Spreadsheet).

B.7 CPFF – TERM - LEVEL OF EFFORT (LABOR)

The Level of Effort (LOE) estimated during the term of this contract is XXX,XXX *(to be completed at award)* hours. The contractor shall not, under any circumstances, exceed 100 percent of the total LOE specified in this TO.

Effort performed in fulfilling the LOE obligations specified above shall only include effort performed in direct support of this TO and shall not include time and effort expended on such things as (local travel to and from an employee's usual work location), uncompensated effort while on travel status, truncated lunch periods, work (actual or inferred) performed outside of **Section F.2**, Place of Performance, or location otherwise authorized under this Contract, or other time and effort which does not have a specific and direct contribution to performance of this Contract.

It is understood and agreed that the rate of hours expended per month may fluctuate in pursuit of the technical objective, provided such fluctuation does not result in the use of the specified LOE prior to the expiration of the term.

If at any time the contractor finds it necessary to accelerate the expenditure of direct labor prior to the expiration of the term, the contractor shall notify the FEDSIM CO in writing setting forth the acceleration required, the probable benefits that would result, and an offer to undertake the acceleration at no increase in the estimated cost or fee together with an offer, setting forth a proposed LOE, cost breakdown, and proposed fee for continuation of the work until expiration of the term hereof. The contractor shall not accelerate any effort until receipt of such written approval by the FEDSIM CO. Any agreement to accelerate will be formalized by contract modification.

The FEDSIM CO may, by written order, direct the contractor to accelerate the expenditure of direct labor. This order shall specify the acceleration required and the resulting revised term. The contractor shall acknowledge this order within five days of receipt.

In the event that less than 100 percent of the specified LOE of the contract is actually expended by the end of the performance period, the FEDSIM CO will have the option of:

- a. Effecting a reduction in fixed fee by the percentage by which the total expended man-hours is less than 100 percent of the specified LOE.
- b. Reducing the fee of this contract as follows:
$$\text{Fee Reduction} = \frac{\text{Fee (Required LOE - Expended LOE)}}{\text{Required LOE}}$$
- c. Requiring the contractor to continue performance, subject to the provisions of FAR clause 52.232-22 "Limitation of Funds," until the total number of man-hours of direct labor specified in paragraph (a) above shall have been expended, at no increase in the fee of this contract.

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The terms and conditions of this section do not supersede the requirements of FAR clause 52.232-22 “Limitation of Funds.”

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C.1 BACKGROUND

C.1.1 PURPOSE

The purpose of this TO is to acquire performance-based Information Technology (IT) technical support services associated with Army projects, programs, applications, and infrastructure services in support of the Project Lead (PL) Reserve Component Automation System (RCAS), the Army National Guard (ARNG) Distance Learning Project programs and infrastructure services to support the PL RCAS development, sustainment, and fielding of Information Management Architecture (IMA) projects, military IT Infrastructure Integration and Refresh (ITII&R) projects, programs, applications, and architecture in support of the ARNG.

C.1.1.1 VISION

The PL RCAS vision is to enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical software capabilities to the field, while providing innovative, efficient, and effective software development management processes. Additionally, PL RCAS is looking for innovative approaches to manage the sustainment of vital IT infrastructure for the ARNG and Reserve Components (RC).

C.1.2 AGENCY MISSION

C.1.2.1 RCAS PRODUCT OFFICE (RCAS PO)

RCAS PO is a Department of the Army (DA) organizational element within the Program Executive Office, Enterprise Information Systems (PEO EIS). PEO EIS provides infrastructure and information management systems to the Army, enabling it to achieve its mission through comprehensive information ascendancy. PEO EIS develops, acquires, and deploys tactical and management IT systems and products.

RCAS PO is responsible for sustaining and modernizing automated information systems that enhance the RC ability to achieve and sustain critical automation interoperability and accomplish unit mobilization planning, training, day-to-day operations, communications, and administration.

The RCAS PO also provides support to the total Army including the Active Component (AC), ARNG, and United States Army Reserve (USAR) IT communities by providing support for business application and web support services. Specifically, RCAS PO supports the National Guard Bureau (NGB) software sustainment and DLP, the IT component of Military Construction (MILCON), and manages the USAR and NGB RCAS server enclaves at Fort Bragg, North Carolina (NC).

C.1.2.2 ARNG DISTANCE LEARNING PROJECT (DLP)

The DLP is a congressionally mandated program designed to improve military readiness, enhance Command, Control, Communications, and Computers (C4), and practically serve America's communities by making available shared access to high-performance communications. DLP provides digital distance-learning-oriented classrooms to train soldiers, thereby, increasing National Guard readiness, promotes shared use to make classrooms available for use by the civilian community, and allows Warfighters and their families to communicate between home station and deployed unit locations.

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C.1.2.3 INFORMATION MANAGEMENT ARCHITECTURE (IMA) DIVISION

The ARNG is an operational organization providing trained and deployment-ready soldiers from the 54 States, United States (U.S.) Territories, and the District of Columbia (D.C.). The ARNG is fully capable of accomplishing state, national, and international missions during war and peace. To meet these requirements, the ARNG maintains a balanced mix of combat, combat support, and combat service support units. These units are structured to integrate seamlessly within AC units, as needed, and are located in nearly 3,000 communities throughout the U.S., which enables them to respond rapidly to domestic emergencies.

The IMA Division is one of three divisions within the ARNG G6 organization of the ARNG Directorate, NGB. The ARNG IMA Division is responsible for providing a broad range of IT services to the ARNG. The IMA Division includes branches responsible for Application Sustainment and Development, Data Center Operations, and Data Management.

C.1.2.4 IT INFRASTRUCTURE INTEGRATION AND REFRESH (ITII&R)

The USAR G6 is currently responsible for the IT requirements of MILCON projects for new and existing Army Reserve facilities throughout the U.S. RCAS PL is the only source for the implementation of projects in support of USAR G6's requirements. A schedule of network implementation projects for the period of performance identified herein is not presently known; however, RCAS anticipates that it will continue to have responsibilities in this area.

C.2 SCOPE

The scope of this TO is to sustain system baselines, software applications, and hardware functionality for Reserve Component Automation (RCA). The contractor shall provide the support services to sustain, deliver, test, and field applications and provide IT solutions consistent with PL RCAS, ARNG, IMA, and United States Army Reserve Command (USARC) directives and solution requirements.

C.3 CURRENT IT/NETWORK ENVIRONMENT

This TO will support the current IT and Network Environment for RCAS PO, ARNG DLP, and IMA as well as support network refreshes. Detailed information on the current IT and network environments supported can be found in Section J, Attachment D - Current IT and Network Environment.

C.4 OBJECTIVE

The objective of this TO is:

- a. Provide innovative solutions to deliver quality software in a timely, effective, and cost-effective manner.
- b. Sustain ARNG DLP and ensure the designs meet or exceed functional and operational requirements including improved readiness, C4 capabilities, and shared-usage of facilities.
- c. Consolidate IMA applications as part of an overall effort to leverage a secure common operating environment. The application sustainment activities will focus on incrementally modernizing the technology to leverage virtualization and multi-tiered architectures in a secure Demilitarized Zone (DMZ).

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- d. Design, procure, install, and test local network infrastructures in support of MILCON ITII&R.

C.5 TASKS

- a. Task 1 – Program Management
- b. Task 2 – RCAS Core Sustainment
- c. Task 3 – RCAS Support
- d. Task 4 – Contractor Environment
- e. Task 5 – Hardware and Software Technical Support
- f. Task 6 – IT Infrastructure Integration and Refresh (ITII&R)
- g. Task 7 – Distributed Learning Program (DLP) Core Sustainment
- h. Task 8 – IMA Core Sustainment
- i. Task 9 –Surge/Special Projects

C.5.1 TASK 1 – PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this PWS. The contractor shall effectively and efficiently manage project cost, schedule, and performance utilizing integrated program management processes across all aspects of the TO tasks and activities. The contractor shall use innovative approaches to strategic technical planning as well as solutions to overcome operational challenges and obstacles.

The Government will utilize a Quality Assurance Surveillance Plan (QASP) to monitor CPFF tasks (Section J, Attachment Z).

C.5.1.1 SUBTASK 1- TRANSITION-IN

The contractor shall provide a Transition-In Plan (Section F, Deliverable 55) No Later Than (NLT) one calendar day after award.

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition.

The contractor shall implement its Transition-In Plan NLT two calendar days after award, and all transition activities shall be completed no more than 30 calendar days after award.

C.5.1.2 SUBTASK 2 – TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to incoming contractor and Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 90 days prior to expiration of the Order Period (Section F, Deliverable 1). The contractor shall identify how it will coordinate with the incoming contractor and Government personnel to transfer knowledge regarding the following:

- a. Program management processes
- b. Points of contact (POCs)

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- c. Location of technical and program management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel
- g. Schedules and milestones
- h. Actions required of the Government

The contractor shall establish and maintain effective communication with the incoming contractor and Government personnel for the period of the transition via weekly status meetings.

Upon delivery of the final version release or other deliverable under this TO, the contractor shall deliver to the FEDSIM Contracting Officer's Representative (COR), the following:

- a. All framework, source code (fully compliant package), libraries, database tables, scripts, resources, modules, and all other related materials on the Government system and all software code.
- b. All procedures to move modules to test/production environments, maintenance procedures, reference materials, technical documentation, user manuals, training and/or classroom materials, and all other related documentation.
- c. Documentation to include system architecture diagrams, configuration management procedures (to include creating new modules, modifying code, testing, checking in and out modules, production releases, version control, etc.), system administrator procedures, database structure documentation, and data dictionary.

**C.5.1.3 SUBTASK 3 – ACCOUNTING FOR CONTRACTOR MANPOWER
REPORTING**

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the PL RCAS via a secure data collection site: the Enterprise Contractor Manpower Reporting Application (ECMRA). The contractor shall completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>.

Reporting inputs will be for the labor executed during the period of performance during each Government Fiscal Year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the support desk at: <http://www.ecmra.mil/>.

As part of its submission (Section F, Deliverable 2), the contractor shall also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure website without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

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**C.5.1.4 SUBTASK 4 – COORDINATE A PROGRAM KICK-OFF MEETING/
INTEGRATED PROGRAM MANAGEMENT REVIEW (IPMR)**

The contractor shall schedule and coordinate a combined Program Kick-Off Meeting/IPMR at a location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include contractor Key Personnel, representatives from the directorates, other vital Government personnel, and the FEDSIM COR. At least three days prior to the Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (Section F, Deliverable 47) for review and approval by the FEDSIM COR and the RCAS Technical Point of Contact (TPOC) prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. POCs for all parties
- b. Transition Discussion
- c. Copy of IPMR (See section of C.5.1.5)

The contractor shall provide the following at the Kick-Off Meeting:

1. Program Management Plan (PMP) (Section F, Deliverable 3)
2. Software Development Plan (SDP) (Section F, Deliverable 4)
3. Earned Value Management (EVM) Plan (Section F, Deliverable 5)
4. Quality Control Plan (QCP) (Section F, Deliverable 6)

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting and the contractor shall provide sufficient copies of the presentation for all present.

C.5.1.5 SUBTASK 5 – PREPARE MONTHLY IPMR

The PM shall develop a monthly IPMR (Section F, Deliverable 7) using Microsoft Office Suite applications and deliver it via electronic mail (email) to the RCAS TPOC and the FEDSIM COR. The IPMR shall include the following:

- a. Activities during reporting period, by task (Include on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task.
- b. Risk and issue tracking to include mitigation plans, strategies, and corrective actions.
- c. Staffing Plan that includes initial filling of billets as well as ongoing contingencies to handle personnel turnover and areas of shortfall.
- d. Schedule (Include major tasks, milestones, and deliverables and planned and actual start and completion dates for each).
- e. Summary of trips taken.
- f. EVM statistics as per TO Section C.5.1.7.
- g. Cost for each CLIN for the current month and TO year to date.
- h. Projected cost of each CLIN for the upcoming month.
- i. Cost and schedule comparison data/monthly performance reports.

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- j. Metrics on problem areas such as trouble tickets and System Problem Report (SPRs), whether identified by the Government or the contractor. Metrics on problem areas shall include a trend analysis.
- k. If required, an Integrated Baseline Review (IBR) within 60 days of project start and 30 days prior to end of the Order Period or as directed by the Government. (Section F, Deliverable 8).
- l. If required, prior to end of Order Period include socioeconomic subcontracting plan compared to actual performance.

C.5.1.6 SUBTASK 6 – PREPARE AND UPDATE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall develop and deliver a Draft and Final PMP that is based on the contractor's proposed solution (Section F, Deliverables 3). Upon Government approval, the contractor shall execute the PMP. The PMP is an evolutionary document, and as such, the contractor shall provide PMP updates throughout the TO performance period as changes in management items occur. The contractor shall update all appropriate sections of the PMP that are affected by these changes.

At all times, the contractor shall operate under a Government-approved PMP.

The contractor shall document all support requirements in the PMP. The PMP shall describe the contractor's organization, resources, processes, and management controls that will be employed. The PMP shall include a staffing plan. The PMP shall define the proposed organizational structure (including responsibilities and reporting structure), how personnel will be assigned throughout the contractual period, and how the proposed project team will interface with both the contractor's corporate structure and the Government command structure. The PMP shall also address how the contractor contributes to achieving socio-economic business opportunity targets. The PMP shall include the contractor's management process, subcontractor management process, external contractor communication plan (for integrating IT tasks outside the scope of this TO), and communication plan with the Government. The PMP shall detail the contractor's Standard Operating Procedures (SOPs) for all operational and developmental tasks. The PMP shall define policies and procedures for managing and directing the effort for productivity, quality, cost control, and early identification of risks and resolution of issues. The PMP shall include the comprehensive project schedule. The PMP shall provide for a Work Breakdown Structure (WBS), as per data item description DI-MGMT-81334B, and associated responsibilities and partnerships between Government organizations by which the contractor shall manage all work. The PMP shall include the contractor's SDP and EVM Plan.

C.5.1.7 SUBTASK 7 – EARNED VALUE MANAGEMENT (EVM) CRITERIA

The contractor shall employ EVM in the management of this TO. While the Government reserves the right of final approval, a joint determination will be made by the Government and contractor as to where EVM will be applicable. Generally, the Government will not require EVM to be applied against LOE tasks. The IPMR (Section F, Deliverable 7) shall be developed, maintained, updated, and reported on a monthly basis. Reports shall conform to Data Item Description (DID) Number DI-MGMT-81861. The qualities and operating characteristics of EVM systems are described in American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748, Earned Value Management Systems. A copy of the

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standard is available from Global Engineering Documents (1-800-854-7179) and will explain all variances greater than ten percent, based on work accomplished as of the date of the report and whether the performance goals will be achieved, and discuss the corrective actions that will be taken to correct the variances and the risk associated with the actions. Reports may be tailored to meet operational requirements upon approval by the Government.

C.5.1.8 SUBTASK 8 – PREPARE AFTER ACTION REPORTS (AAR)

The Government will identify the need for an AAR when a request for travel is submitted or after participating in a meeting, discussion, conference, seminar, training, event, etc. The contractor shall retain a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, duration of trip, lodging costs, transportation costs, Meals, Incidentals and Expenses (MI&E) costs, Other costs (describe costs identified as other costs), and POC at travel location (Section F, Deliverable 48).

C.5.1.9 SUBTASK 9 – UPDATE BASELINE QUALITY CONTROL PLAN (QCP)

The contractor shall provide a final baseline QCP as required in Section F (Section F, Deliverable 6). The contractor shall periodically update the QCP, as required in Section F (Section F, Deliverable 6), as changes in program processes are identified.

Within the QCP, the contractor shall identify its approach for providing quality control in meeting the requirements of the TO. The contractor's QCP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The contractor shall fully discuss its validated processes and procedures that provide high quality performance for each Task Area. The QCP shall describe how the processes integrate with the Government's requirements.

C.5.2 TASK 2 – RCAS CORE SUSTAINMENT

The contractor shall acquire and maintain the overall system architecture, system design, and functionality requirements to include system of systems interfaces for RCAS. The contractor shall sustain system baselines and software applications, ensuring timely security and product updates and quality releases. The contractor shall sustain the hardware functionality for the USAR RCAS systems at USARC.

The contractor shall provide system development and maintenance in support of the Army RCs. Commercial products and processes shall be used to the greatest extent practicable. The contractor shall provide system sustainment services for software applications, database applications, and other solutions, to include all the associated activities required to enhance, integrate, implement, and maintain the RCAS solution.

C.5.2.1 SUBTASK 1 – PLANNING AND IMPLEMENTATION OF SOFTWARE

The contractor shall adhere to the current Government-approved SDP for all software to be developed and maintained. The SDP shall define the contractor's proposed lifecycle model and the processes used as a part of that model. For the purposes of this TO, the term lifecycle model is defined in Institute of Electrical and Electronics Engineers/Electronic Industries Alliance (IEEE/EIA) Standard (Std.) 12207-2008. The SDP shall describe the overall lifecycle and shall include primary, supporting, and organizational processes based on the work content of this

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Performance Work Statement (PWS). In accordance with the framework defined in IEEE/EIA Std. 12207-2008, the SDP shall define the processes, the activities to be performed as a part of the processes, the tasks that support the activities, and the techniques and tools to be used to perform the tasks. The SDP shall maximize the use of automated tools and industry best practices (e.g., test-driven development and integrated quality processes). The SDP shall include and leverage the automated tools PL RCAS has made investments in and that are mandated by higher headquarters. Because IEEE/EIA Std. 12207-2008 does not prescribe how to accomplish the task, the contractor shall describe its approach in sufficient detail within the SDP in order that the Government may assess whether the contractor's approach is viable.

The SDP shall contain the information defined by the International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC)/ IEEE 15289:2017, section 7.3 (generic content) and 10.21 Development plan. In all cases, the level of detail shall be sufficient to define all software development processes that clearly demonstrate integration of quality assurance best practices throughout the software development lifecycle, activities, and tasks. Information provided shall include, at a minimum, specific standards, methods, tools, Commercial-Off-the-Shelf (COTS)/Government Off-the-Shelf (GOTS), actions, strategies, and responsibilities associated with development and testing.

Additionally, the SDP shall describe an integration and training plan focused on providing the Government a thorough understanding of the contractor's software development methodologies and testing tools and processes. This training plan shall continue throughout the entire period of performance.

As part of this subtask, the contractor shall:

- a. Define an innovative and efficient lifecycle software support methodology/approach consistent with total system requirements.
- b. Provide support characteristics that are managed as an integral part of system development.
- c. Provide system lifecycle support and sustainment.

The contractor shall incorporate innovative holistic solutions within a rapid development and synergistic deployment approach for quality software within a flexible and mission-responsive and adaptive methodology.

Software development processes and resultant deliverables under this TO shall be a series of rapid developments that deliver incremental capabilities in shortened timeframes as defined in roadmaps developed and delivered by the contractor. The contractor shall employ continuous integration best practices in developing software solutions.

Based on a plan for each project, the contractor shall complete and deliver a version-controlled software release for fielding. Most projects will require several iterations culminating in an update to the field. The scope of every project will be tailored based upon the projected LOE, driving longer or shorter iterations, and the contractor shall update schedules, as required.

The contractor shall lead technology planning to evaluate the IT marketplace, its trends, and growth to develop periodic technology refresh and enhancement plans. The contractor shall maintain a list of business requirements and the corresponding roadmaps.

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The contractor shall provide technical/management leadership of analysis of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation of technical solutions.

C.5.2.2 SUBTASK 2 – RCAS SOFTWARE

The contractor shall develop and sustain the RCAS Developed Applications Software Baseline. To support this activity, the contractor shall evaluate the current enterprise Business Process Model (BPM) and make recommendations for improvement. The BPM (Section F, Deliverable 9) shall be broken down by discrete areas (i.e., Applications, Database, and Information Exchanges), as well as at the enterprise level.

The contractor shall use industry best practices for secure software design and development methodologies to ensure that applications placed into a production environment have no Category I and II security vulnerabilities.

The contractor shall maintain existing business functionality and shall be required to develop functional enhancements to existing software as approved by the Requirements Control Board (RCB). The contractor shall employ mature software development and sustainment processes.

The contractor shall implement industry-standard software lifecycle management processes that support and direct multiple development teams working in parallel and in collaboration with the user community to accomplish development efforts using an iterative-development approach.

C.5.2.3 SUBTASK 3 – SYSTEMS ANALYSIS AND SYSTEMS ARCHITECTURE

The contractor shall conduct analyses and identify technologies to enhance the RCAS suite of applications, capitalizing on advancements in software development, automated testing, release methodologies, managing external interfaces, software security, mobile computing, data storage, and hosting environment. For each analysis the contractor shall utilize the following criteria: availability, maintainability, expandability, reliability, and conformance to Federal functional, security, and budgetary requirements.

The contractor shall identify resources required to implement each recommendation. As directed by the Government, the contractor shall deliver a system analysis with recommendation as described below. Approved recommendations shall require further analysis. Analysis shall include the following elements:

- a. Functional/technical requirements.
- b. The impact on relevant internal/external system(s).
- c. Courses of Action (COA) based on current industry accepted methodologies coupled with innovative solutions.
- d. Results and findings, providing recommendations on systems integration and standardization.
- e. Implementation plans.
- f. Real-time Integrated Data Environment for Government review and feedback for software development projects.

The contractor shall gather and review existing documentation and conduct interviews with key RCAS personnel to gain a thorough understanding of the RCAS environment. At the

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Government's request, the contractor shall deliver a holistic review of the RCAS architecture and design. The assessment deliverable (Section F, Deliverable 10) shall include the following:

- a. Analysis of the existing operational state of the production environment to determine overall stability and reliability and identify vulnerabilities.
- b. A detailed review of the system software, its strength and weakness, conformance to Microsoft .NET 4.0 MVC 3 standards, and an overview of the reliability, security, availability, and portability.
- c. The following standard Department of Defense Architectural Framework (DoDAF) views and update biennially:
 1. AV-1 Overview and Summary Information
 2. AV-2 Integrated Dictionary
 3. OV-1 High Level Operational Concept Graphic
 4. OV-2 Operational Node Connectivity Description
 5. OV-3 Operational Information Exchange Matrix
 6. OV-5 Operational Activity Model
 7. SV-1 System/Services Interface Description
 8. SdtV-1 Technical Standards Profile
 9. Identify deficiencies and necessary steps for RCAS to comply with the DoDAF.
Conformance is achieved when:
 - i. The data is defined according to the DoDAF Meta-model (DM2) concepts, associations, and attributes.
 - ii. The architectural data is capable of transfer in accordance with the Physical Exchange Specification (PES).
 - iii. A roadmap for automating existing and future IEs leveraging as much as possible the existing tool set (i.e., Oracle Data Integrator).
 - iv. A roadmap for complying with the Directive-Type Memorandum (DTM) 2007-015 USD(P&R) – “DOD Social Security Number (SSN) Reduction Plan.”

At the Government's request the contractor shall deliver a plan to take advantage of initiatives such as PaaS or IaaS that are compatible with an approved DoD/Army hosting environment (Section F, Deliverable 11). The contractor shall define an incremental approach to achieving the required capability and perform the following:

- a. Analysis
 1. The contractor shall perform analysis of the current solution for the applications, technology, and production environment (Section F, Deliverable 12).
 2. The contractor shall observe, capture, and evaluate current performance and provide recommendations for improvement.
 3. The contractor shall verify the Government's operating environment specifications and identify any risks or technology impacts of the Government's specification.
 4. The contractor shall establish baseline capacity and performance metrics for benchmarking purpose.

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5. The contractor shall identify all factors that can inhibit an application interface from being automated without application modification.
- b. Design
 1. The contractor shall deliver a detailed Systems Architecture (Section F, Deliverable 13) for the proposed solution. The Systems Architecture shall include:
 - i. Generalized schematics.
 - ii. Design and solution strategy.
 - iii. Process specification.
 - iv. IA, disaster recovery, and business continuity capabilities.
 2. The contractor shall deliver a Detailed Design which shall specify (Section F, Deliverable 14):
 - i. Interface specification.
 - ii. Schematics.
 - iii. Detailed process flows.
 - iv. Detailed configurations specifications.
 3. The contractor shall deliver a migration strategy (Section F, Deliverable 15).
 4. The contractor shall deliver a Test Strategy considering (Section F, Deliverable 16):
 - i. Integration testing.
 - ii. Migration testing.
 - iii. Regression testing.
 - iv. Performance testing.
 - v. IA and disaster recovery.
- c. Build Develop
 5. The contractor shall build/develop and deliver Test Plans and Test Cases for (Section F, Deliverable 17):
 - i. Integration testing.
 - ii. Migration testing.
 - iii. Regression testing.
 - iv. Performance testing.
 - v. IA and disaster recovery.

The contractor shall operate and maintain RCAS's systems architecture to meet the objectives and requirements of the project directorate by requiring an integrated set of activities and supporting documents that will execute RCAS's strategic vision, program concepts, communication plans, and implementation strategies while reducing lifecycle costs.

The contractor shall sustain systems engineering processes by providing a methodology that incorporates change planning/management, requirements gathering, and development of standardized, repeatable processes, roadmaps, and implementation plans. The contractor shall develop and document appropriate processes and procedures for implementation across the program (Section F, Deliverable 18).

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The contractor shall ensure that any future IT architecture is sufficiently sized, maintained, and robust enough to support the timely execution of workload. When implementing hardware, software, and network upgrades, the contractor shall ensure integration and compatibility with the most current Army architectural directives.

The contractor shall provide continuous leadership, innovation, monitoring, control, and management of engineering changes and provide a forum to facilitate and encourage collaboration between key stakeholders.

The contractor shall focus on optimizing productivity and product quality while reducing the occurrence of inefficient systems and processes through an integrated systems engineering approach that utilizes industry best practices. Design concepts shall include provisions for technology refreshes that will capitalize upon emerging technological advances available in COTS product offerings.

The contractor shall inform and advise the Government on cross-cutting architecture and technical issues that may impact the enterprise.

The contractor shall ensure that existing and future hardware/software solutions comply with all Federal, DoD, and Army architecture and IA and security standards.

The contractor shall support the Government's RCB processes. Support includes providing technical briefings relating to RCAS projects, as needed, in preparation for, and in support of, quarterly RCB meetings.

C.5.2.4 SUBTASK 4 – INTEGRATED DATA ENVIRONMENT (IDE)

The contractor shall establish and maintain a secure IDE that includes a real-time, collaborative environment that enables access to the contractor's software development environment, providing authorized Government stakeholders with on-demand on-line access to work products under development commencing at the start of work. The purpose of the IDE is to create a seamless, collaborative data environment for the contractor and Government team that contains all pertinent data about the project throughout its development and delivery.

The IDE shall host all data referenced or produced in support of this TO including cost, schedule, and technical data and deliverables. This data management program including IDE structure, format, processes, and procedures shall be documented within the PMP. At a minimum, the IDE shall contain the following information:

- a. Current IPMR.
- b. All past IPMRs.
- c. Current Transition-Out Plan.
- d. SDP.
- e. Current EVM Plan.
- f. Current and Past EVM Statistics.
- g. Current PMP.
- h. All AARs.
- i. Asset Management Inventory.

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- j. Status of deliverables (pending delivery, delivered pending Government acceptance, or Government accepted).
- k. Current and past period cost data by CLIN (e.g., Labor, Travel, Tools, and ODCs).
- l. Detailed results of Quality Assurance (QA) audits.
- m. Labor time accounting in accordance with prime contractor's approved accounting system.

The contractor shall recommend additional data items not specified in Section F, Deliverables, in support of the processes/procedures that the contractor will use to satisfy the requirements of the TO.

Data shall be protected in accordance with the appropriate Program Protection Plans IA guidelines. The Government reserves the right to observe all contractor efforts to accomplish the TO requirements and reserves the right to provide feedback as regards to contractor processes.

C.5.2.5 SUBTASK 5 – DATABASES

The contractor shall administer databases and incorporate changes or updates to the supporting data models, schemas, data dictionary, and related support software. The contractor shall provide continuous improvement in the integration of the information within the database to facilitate data sharing across the applications. The contractor shall remain cognizant of Government data standards in order to ensure full compliance with Government data standards (<http://staging.bizhelper.com/Army-Information-Architecture-Document-3.0-content/appendix-e-catalog-of-data-standards.html> as an example).

C.5.2.6 SUBTASK 6 – INFORMATION EXCHANGES (IE)

The contractor shall automate, to the greatest extent possible, all IEs through the use of Oracle Data Integrator (ODI) and other solutions. The contractor shall analyze, coordinate, and develop technical solutions, defined by the requirements, for all IEs (Section F, Deliverable 19). The contractor shall assist the Government in monitoring changes to and sustainment of the existing IEs. The contractor shall maintain technical specifications and incorporate changes or updates to the software and documentation, as required, but at a minimum, on an annual basis.

C.5.2.7 SUBTASK 7 – QUALITY ASSURANCE

The contractor shall plan, develop, document, and implement a Software Quality Assurance (SQA) Program to be defined in the SQA Plan (SQAP) (Section F, Deliverable 21) to ensure that comprehensive software quality is attained and all contractual requirements are satisfied. The contractor's SQA Program shall adhere to ISO requirements, or other industry-recognized standards. The contractor's SQA Program shall be applied to software requirements; software design; software engineering standards, practices, and procedures; computer program implementation; software documentation and software testing; software library controls; configuration management; corrective action; and subcontractor administration.

Effective SQA management shall have sufficient, well-defined responsibility, authority, and the organizational freedom to identify and evaluate quality problems and initiate, recommend, and/or provide solutions. The contractor shall regularly review the adequacy of the SQA Program and revise and adjust the SQA Program to ensure that the TO quality standards are satisfied. The

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term SQA Program Requirements, used herein, includes the collective requirements of the standard.

The contractor shall ensure objective evaluations and reports on software quality are delivered. Results of all SQA activities shall be documented in industry best practice formats and shall be delivered to the FEDSIM COR and RCAS TPOC. Failure on behalf of the contractor to promptly report discovered discrepancies may be considered non-compliance with TO requirements.

The contractor shall incorporate an effective quality control program throughout the SDP to ensure services are performed in accordance with this TO. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services.

The contractor shall ensure that the technology products, services, and solutions it provides are of high quality, fully integrated with the RCAS production environment, and tested to include hardware, software, security, operating systems, and networks.

The contractor's performance shall be measured by Service Level Agreements (SLAs) (e.g., IA compliance, performance, features, repeatability, backward compatibility, seamless release with minimal impact to existing application functionality, trouble ticket responsiveness and resolution to end users, and SPRs generated during testing). Other areas of non-SLA evaluation include meeting end user requirements/expectations, meeting regulatory and statutory requirements, end user involvement throughout the development process, ease of use/usability, portability, and innovation.

The contractor shall provide QC across product lifecycles to include unit, integration, regression, and security (e.g., Security Technical Information Guide (STIG)) testing to ensure the delivery of quality, DoD-compliant products.

The Government will evaluate the contractor's performance for compliance with the requirements set forth in this TO. The FEDSIM COR, RCAS TPOC, and the contractor's representative(s) will meet periodically to review performance and inspect work. These meetings may take place at the place of performance or at an alternate location as determined by the Government. This requirement is not in lieu of the FAR Inspection and Acceptance clause, but in addition to those terms.

C.5.2.8 SUBTASK 8 – CONFIGURATION MANAGEMENT (CM)

As part of a software assurance process, the contractor shall develop a Configuration Management Plan (CMP) (Section F, Deliverable 30) and establish and maintain a strict change control process. The change control process shall include Applications, Database, and Updates.

The contractor shall sustain configuration control and configuration documentation, as well as report configuration status, in accordance with Capability Maturity Model Integration (CMMI) for Development, SEI, August 2006; ANSI/EIA Standard 649 (National Consensus Standard for Configuration Management); Military Handbook (MIL-HDBK)-61A, Configuration Management Guidance (latest version); and Assistant Secretary of the Army for Acquisition Logistics and Technology (ASA ALT) Configuration Management Policy, dated 17 November 2011 or current version.

The contractor shall support CM of requirements such as software and Engineering Change Proposals (ECPs) in response to security vulnerabilities, directed architecture changes,

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policy/regulatory changes, legislative changes, interface changes, Business Process Improvements (BPIs), and environmental changes.

The contractor shall manage strict version control on all software source code and related artifacts either acquired or developed per the Government-accepted CMP. The contractor shall:

- a. Maintain the baselines and documentation for all system releases.
- b. Monitor and report the installation status of each new release.
- c. Utilize a CM tool that is interoperable with Serena Dimensions version 2009R2.
- d. Apply CM through the entire lifecycle of all technology to include:
 1. Preparation of CM documentation for enterprise and project artifacts.
 2. Participation in CM planning.
 3. Oversight and participation in library setup and control for all developmental components and products; participation in the identification and marking of baseline product components.
 4. Working with division, project, and Government QA management to identify and resolve quality issues.
 5. Participation in process improvement initiatives.
 6. Supporting technical configuration control boards.
 7. Developing, documenting, and executing CM policies, processes, and SOPs.
 8. Document Management - The contractor shall ensure proper control and coordination of all documents generated to fulfill the requirements of this TO such that all data deliverables are on time and fulfill routine requests for published documents (see Section F):
 - i. Configuration
 - ii. Settings Document (Section F, Deliverable 22)
 - iii. System Documentation (Section F, Deliverable 23)
 - iv. Application Release/Service Pack Technical Information Packages (TIP) (Section F, Deliverable 24)
 - v. Release Plans (Section F, Deliverable 49)
 - vi. System User Documentation (Section F, Deliverable 26)
 - vii. System User Documentation – Software User Manual (SUM) and ReadMe (Section F, Deliverable 25)
 - viii. System User Documentation – Database Software Installation Instructions (Section F, Deliverable 27)
 - ix. System User Documentation – Web Application Server Installation and Administration Guide (WASIAG) (Section F, Deliverable 28)
 - x. System User Documentation – Database Server Installation Guide (Section F, Deliverable 29)
 - xi. Functional Requirements Document (FRD) - Applications (Section F, Deliverable 56)

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C.5.2.9 SUBTASK 9 – PRODUCT TESTING

Product testing shall support innovative holistic (i.e., entire architecture) solutions within a rapid development and synergistic deployment approach of quality software and hardware. Product testing requires frequent engagement with the end-user community and designated representative testers. Development and testing shall include use of automated regression test techniques as part of a continuous software integration process. The contractor shall ensure all products are thoroughly tested, to include stress and boundary testing, prior to delivery to the Government (Section F, Deliverable 32). Throughout the software development process, the contractor shall identify and correct product test issues.

The contractor shall conduct appropriate tests consistent with the developmental methodology (e.g., unit, functional, system, interoperability, regression, security, and performance) of software throughout the development lifecycle using industry best practices of continuous integration methods and automated regression test utilities. Test materials (e.g., scripts, configurations, utilities, tools, plans, and results) shall be maintained under configuration control.

The contractor shall develop and deliver test procedures, test data, materials, results, and artifacts, including applicable Requirements Traceability Matrix (RTM) (Section F, Deliverable 32) in a format that allows the Government to reproduce the test within its own test environment. The Government will provide only one instance of test data and this test data will be provided post-award. The contractor shall maintain and update this one provided instance of the test data for future use; the Government will not provide any other instances of test data.

The contractor shall conduct tests related to non-functional requirements (e.g., load, performance, and installation testing).

The contractor shall correct software defects throughout the software development process identified through testing including unit, system, functional, security, performance, and load testing procedures.

The contractor shall include the RCAS TPOC as part of the iteration tests/demonstrations, as required.

The contractor shall document systems and application performance and load data as part of testing process (Section F, Deliverable 50). This data shall be made available upon Government request.

Test scripts, utilities, execution, and results shall be historically maintained under configuration control for comparison and analysis and delivered to the Government upon request.

C.5.2.10 SUBTASK 10 – GOVERNMENT VALIDATION TEST ENVIRONMENT (GVT)

Upon delivery of source codes, build materials, and related artifacts by the contractor to the GVT, source code evaluation and scanning, installation instructions, and testing (e.g., functional, security, load, performance, etc.) will be conducted within the GVT, which will be hosted by the contractor within the Contractor Environment (Task 5, Section C.5.5). The GVT will leverage an existing test environment that is utilized by the contractor in support of the standard release delivery lifecycle. The contractor shall be available to address any issues encountered during installation of test media, test execution, or resolve any problems with the applications, as requested.

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The contractor shall provide the Baseline Configuration Matrix (BCM) (Section F, Deliverable 33) for all source code, installation kits, software, documentation including those related to architecture, test design and test results, and installation procedures, and build procedures/scripts in a secure manner at the end of each update or as requested by the Government.

The contractor shall document in the SDP third-party products used to develop, operate, and construct the software applications.

C.5.2.11 SUBTASK 11 – SOFTWARE DEPLOYMENT MANAGEMENT

The contractor shall assist the Government in developing a software deployment roadmap that encompasses the individual detailed project plans.

The software detailed project plans shall include the following content:

- a. Software Version Description Document that includes the content of each updated and any known limitations.
- b. Unique identifiers for each update.
- c. Installation instructions and update media.

The contractor shall assist the Government in developing an integrated software deployment management solution that ensures simplicity in update installation and system use and reduces the implementation burden on units in the field.

The contractor shall assist the Government in identifying and implementing a System Lifecycle methodology that provides identification, development, design, testing, training, and implementation of all established requirements.

The contractor shall ensure its software deployment management practices and processes are complementary to Government practices and processes.

C.5.2.12 SUBTASK 12 – CYBERSECURITY

The contractor shall provide cybersecurity engineering support in accordance with all Federal, DoD, Component, and Agency-specific security initiatives.

The contractor shall implement all phases and aspects of the Risk Management Framework (RMF) for DoD IT during the entire lifecycle for all systems and environments under this TO.

The contractor shall evaluate, recommend, and implement innovative cybersecurity practices and tools to enable the Government to meet security standards with the greatest possible efficiency.

The contractor shall monitor and evaluate cybersecurity-related list services such as Information Assurance Support Environment (IASE) and Army Computer Emergency Response Team (ACERT) portal, and alerts/notifications from authoritative organizations such as Regional Cyber Centers (RCC), Defensive Cyber Operations (DCO), the U.S. Army Network Command (NETCOM), and Army Cyber Command (ARCYBER) to ensure the most current information is being utilized to maintain a secure baseline.

The contractor shall update the program's Enterprise Architecture and Technology Roadmaps by incorporating evolving cybersecurity requirements and emerging technologies.

The contractor shall provide and maintain a configuration settings document that describes how each vulnerability is resolved or mitigated.

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The contractor shall acquire COTS and GOTS components for security functions (excluding cryptographic modules) in accordance with policies and guidance contained in the DoD IT Standards and Profile Registry (DISR), <https://disronline.csd.disa.mil/>, which requires a Common Access Card (CAC) for access.

The contractor shall assess the program's systems against changes to published or known vulnerabilities such as STIGs and Information Assurance Vulnerability Management (IAVM) alerts/bulletins and implement mitigation strategies.

The contractor shall ensure that the program meets requirements for certificate-based authentication (i.e., CAC and Public Key Infrastructure (PKI)) and integration with Army enterprise authentication policies, procedures, and systems.

The contractor shall address the cybersecurity ramifications that are associated with any system change recommendation.

The contractor shall establish an integrated cybersecurity program for all phases of the Software Development Life Cycle (SDLC) during the execution of this program in accordance with at least the following key references:

- a. National Institute of Standards and Technology (NIST) publications and guidance (<https://www.nist.gov/>).
- b. DoD Instruction (DoDI) 8500.01, Cybersecurity (http://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/850001_2014.pdf).
- c. DoDI 8510.01, RMF for DoD IT (http://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/851001_2014.pdf).
- d. DoD Manual (DoDM) 8570.01-M, IA Workforce Improvement Program (<http://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodm/857001m.pdf>).
- e. Army Regulation (AR) 25-1, Army Information Technology (https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/r25_1.pdf).
- f. AR 25-2, Information Assurance (https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/r25_2.pdf).
- g. Component and Agency level authoritative references.
- h. Industry standards and best practices.

The contractor shall support Assessment and Authorization (A&A) requirements pursuant to the RMF in order to obtain and maintain the program's Authorization to Operate (ATO).

The contractor shall maintain a Continuity of Operations Plan (COOP) (Section F, Deliverable 35) for the systems and operating environments within the scope of control of this program that minimally include the development environment, contractor's facility, and production environments.

The contractor shall ensure that the RCAS instances at the USARC UCS located at Fort Bragg, NC maintain a high state of Cybersecurity compliance and operational availability by monitoring and applying all applicable STIGs and patches within the mandated implementation period.

The contractor shall execute a continuous monitoring program by conducting cybersecurity audits based on NIST and RMF controls such that 100 percent of the cybersecurity controls that are applicable to the program are audited over a three-year period; annually, the contractor shall

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audit at least 33% of controls and ensure that the results are integrated into the program's eMASS record for implementation, compliance, and reporting purposes.

The contractor shall develop a Cybersecurity Strategy Plan (Section F, Deliverable 36) that describes concisely how a program's Cybersecurity features comply with applicable standards, regulations, and requirements. The Cybersecurity Strategy Plan shall briefly describe the system, the program's risk assessment in the face of cyber and physical threats, and the A&A approach.

The contractor shall support requirements to sustain Plans of Action and Milestone (POA&M) that identify and track the progress or planned progress for mitigating known vulnerabilities.

The contractor shall support requirements to apply for and maintain Certificates of Networthiness (CON) and/or RMF Assess Only, where applicable, pursuant to NETCOM and ARCYBER guidance (Section F, Deliverable 37).

The contractor shall incorporate Government-mandated vulnerability scanners and protocols such as those based on Fortify, ACAS Nessus, and Defense Information Systems Agency (DISA) SCAP tools to secure both the development and production environments; however, in addition to the Government's minimal requirements, the contractor shall identify and integrate industry best practices and standards to augment application, code, and environmental vulnerability scanning as appropriate and applicable to the program.

C.5.2.13 SUBTASK 13 – REQUIREMENTS MANAGEMENT

The contractor shall provide requirements management support including documenting, sequencing, and traceability of functional requirements

The contractor shall deliver and maintain a requirements management process acceptable to the Government to manage and account for changes in the systems requirements.

The contractor shall update documentation such as Context Diagrams, Use Case Models, and associated design documentation for new requirements and iterations of an application system. The contractor shall assess and document the impact of new functional requirements on the existing design baseline. The contractor shall ensure that any changes to the application design are in conformance with the Human Factors Engineering of Computer Workstations ANSI/HFS 100-2007 (<http://www.hfes.org/Publications/ProductDetail.aspx?ProductID=69>).

The contractor shall complete ECP analyses in accordance with the methodologies and timelines contained within the SDP. The Government expects these analyses to be timely and thorough and have no impact on other software-related activities.

C.5.2.14 SUBTASK 14 – ASSET MANAGEMENT

The contractor shall utilize processes and methodologies to safeguard and maintain full visibility and accountability of all Government equipment and tools, deployed hardware, software, IT assets, and COTS software license and warranty management information placed under the contractor's control.

The contractor shall store, track the shipment and receipt of, and dispose of Government property in accordance with FAR Part 45 (Government Property).

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The contractor shall assist the Government with obtaining National Stock Numbers (NSNs) for equipment and properly transfer accountability of the equipment (<https://acc.dau.ml/CommunityBrowser.aspx>).

The contractor shall utilize the standard Logistics Management Program (LMP). Individuals assigned the task of entering data into LMP shall access military networks and, therefore, require elevated privileges.

The contractor shall perform inter- and intra-site equipment relocations.

The contractor shall deliver an asset inventory of all GFE in the control of the contractor (Section F, Deliverable 38).

C.5.2.15 SUBTASK 15 – ENTERPRISE TRAINING AND DOCUMENTATION

The contractor shall deliver enterprise training to include sustainment of current and new training initiatives (Section F, Deliverables 39, 40, and 42). The contractor shall maintain all applicable documentation, including delivery methods, user documentation, and current training materials.

The contractor shall develop and maintain current, New Equipment Training (NET) materials, and other associated instructional support materials leveraging Distance Learning (DL) methodologies to include Distributed Learning (dL) courseware.

The contractor shall develop, sustain, and update the PL's library of DL products provided as Government-Furnished Information (GFI) to ensure all RCAS training is applicable to the current production environment.

The contractor shall ensure quality production of Interactive Multimedia Instruction (IMI), in accordance with U.S. Army Training and Doctrine Command (TRADOC) Regulation 350-70-2 (<http://www.tradoc.army.mil/tpubs/index.htm>), for the specified PL RCAS courses and corresponding tasks.

The contractor shall develop and maintain DL courseware in accordance with TRADOC IMI standards (Section F, Deliverable 42) that is doctrinally correct and uses performance-based learning techniques with appropriate levels of interactivity and practical exercises to inform attendees. The courseware will be hosted on the Army Learning Management System (ALMS) and the National Guards' Guard University (GuardU).

The contractor shall coordinate testing of the final courseware modules to include Sharable Content Object Reference Model (SCORM) conformance, ALMS and GuardU playability, and Blackboard playability with responsible Government organizations, in coordination with the FEDSIM COR and RCAS TPOC.

The contractor shall deliver and maintain user access to appropriate training equipment, materials, and documentation in a cost-effective manner that provides for rapid availability within ten days of acceptance by the Government of all software releases.

C.5.3 TASK 3 – RCAS SUPPORT

The contractor shall perform Systems Engineer (SE) functions to include field support, Enterprise Service Desk, system and data-based administration and Tier 2 Voice over Internet Protocol (VoIP) Help Desk Support at USARC, training server management, USARC COOP support, special project support, and trainers. All personnel assigned to these tasks require access

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to military networks and elevated privileges. As a result, all personnel assigned to these tasks must meet the requirements in C.5.2.12, Cybersecurity. Specific tasks and responsibilities are described below.

C.5.3.1 SUBTASK 1 – ENTERPRISE SERVICE DESK

The contractor shall provide a tiered (not including Tier 1) Enterprise Service Desk that shall include telephonic and on-site, as required, live system engineering support. This support shall respond to end-user requests and shall be integrated with the existing ARNG Remedy Action Request System (ARS) (currently version 7.1 and IT Service Management (ITSM) version 5.6), USAR CA Unicenter (currently version R12.5), and Tier 1 service desk operations and processes. The contractor shall identify customer problems and implement repeatable, best practice solutions across the enterprise.

The contractor shall monitor the problem resolution process from initial contact to post-resolution, end-user feedback. The contractor shall provide live coverage from 0700 to 1700 Eastern Time (ET), excluding weekends and Federal holidays. The contractor shall be responsible for providing support for the following functions:

- a. RCAS-developed GOTS
- b. RCAS Web
- c. Database
- d. Supporting COTS (e.g., Server 2008, IIS, Oracle, VM)
- e. External Interface
- f. Sustaining Engineer Request
- g. Media Request
- h. Other support functions specifically in-scope of this TO

The contractor shall perform root cause analysis for Tier 2 and Tier 3 trouble tickets, as necessary. The contractor shall create and maintain updated on-line information about known root causes and their symptoms.

C.5.3.2 SUBTASK 2 – FIELD SUPPORT

The contractor shall provide subject matter expertise to address technical issues that cannot be resolved at lower tiers of the Enterprise Service Desk. This support shall include remote and on-site system engineering support for RCAS applications, fielded COTS, and hardware issues. The Government anticipates significant CONUS travel associated with this subtask.

The contractor shall:

- a. Evaluate software application issues on site and in the field.
- b. Conduct analyses on technical issues and provide engineering support for architecture issues as they pertain to the development of software applications and hardware implementations.
- c. Effectively communicate issues and resolutions to all levels of the organization.
- d. Interact with internal and external customers.
- e. Provide technical support and advice to ensure program/project objectives are met.

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- f. Produce innovative solutions for a variety of complex problems.
- g. Assist in formulating requirements and advise on alternatives and implications of a newly revised system.
- h. Identify omissions and errors in requirements and recommend optimum approaches.
- i. Provide technical assistance to the SE staff.

The contractor shall provide support to the Government's strategic communications by providing technical information and demonstrations regarding application initiatives and technical updates, as needed. The contractor shall also provide input for inclusion to the PL RCAS newsletter and support customer conferences and workshops, as required.

C.5.3.3 SUBTASK 3 – USARC OPERATIONS

The contractor shall provide server and database support to the RCAS enclave. The contractor shall adhere to the DA Pamphlet 25-1-1, SLA between the USARC G6 and PL RCAS for hosting RCAS production and training environments on the USARC at Fort Bragg, NC. Contractor support shall be provided from 0700 to 1700 ET, excluding weekends and Federal holidays.

The contractor shall provide system administrations capabilities for operations and maintenance of the RCAS production servers, staging servers, COOP servers, and training servers located at Fort Bragg, NC. This support includes configuring all new implementations and developing processes and procedures for ongoing management of the RCAS server environment and related components to achieve consistent and reliable performance of the various RCAS applications. This support shall ensure the availability and reliability of the RCAS suite of applications and, where applicable, coordinate with the Database Administrator (DBA) to ensure the integrity of the RCAS databases.

The contractor shall:

- a. Install applications and configure the operating system within the UCS environment.
- b. Ensure all servers are IAVA and STIG compliant. Install/update all Operating System (O/S) patches as required.
- c. Perform security checklists on operating systems and system backups for each server.
- d. Perform daily server operations and maintenance.
- e. Perform server troubleshooting
- f. Monitor system logs, security logs, and application logs.
- g. Perform detailed monitoring and tuning.
- h. Provide file transfer, archiving, data backup and restoration.
- i. Provide server and application operation and maintenance support for functional staff specific applications.
- j. Perform daily training server operations and maintain and administer student accounts.
- k. Develop processes and procedures.
- l. Keep servers up to date with the most current fielded application baseline.

The contractor shall provide database administration including the design, implementation, maintenance, and repair of the USARC environment. This includes the development and design

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of database strategies, monitoring and improving database performance and capacity, and planning for future expansion requirements. DBA support shall also involve planning, coordinating, and implementing security measures to safeguard the database. The contractor shall:

- a. Install and upgrade the Oracle server and application tools.
- b. Allocate system storage and planning for future storage requirements for the database system.
- c. Create primary database storage structures (table spaces) after application developers have designed an application.
- d. Create primary objects (tables, views, indexes) once application developers have designed an application.
- e. Modify the database structure, as necessary, from information given by application developers.
- f. Enroll users and maintain system security.
- g. Ensure compliance with Oracle license agreement.
- h. Control and monitor user access to the database.
- i. Monitor and optimize the performance of the database.
- j. Plan for backup and recovery of database information.
- k. Backup and restore the database.
- l. Coordinate with Oracle Corporation for technical support.

As required, the contractor shall provide Tier 2 Help Desk support for the USAR ITII&R VoIP. The USAR voice services solution toolset currently consist of Cisco Unified Communications Manager (CUCM) and Cisco Communications Manager Express (CME), version 8.x. At the start of the TO, RCAS PO anticipates that a total of 84 sites (79 CME and five CUCM) with approximately 7,740 users (4,740 CME and 3,000 CUCM) will require support. The contractor shall support trouble tickets escalated by the USARC G2/G6 Tier 1 support provider Verizon Business Technical Assistance Center (VB TAC). Contractor support shall be on-site and shall be live coverage from 0700 to 1700 ET, Monday through Friday. Weekend support for drills may be required if USARC is concerned about a high risk of service interruption.

As required, the contractor shall:

- a. Make moves, adds, and changes to router and voice mail configurations.
- b. Troubleshoot and maintain IP Telephony/Unity.
- c. Troubleshoot Layer 2 telephony transports (ISDN PRI, TI, DS-3, etc.).
- d. Provide CUCM 8.x support.
- e. Provide analog configurations and troubleshooting support.
- f. Develop a CUCM and CME user's manual and training material for distribution and use by USAR G6 support staff and site facility management (Section F, Deliverable 43).

C.5.3.4 SUBTASK 4 – USARC COOP SUPPORT

The contractor shall deliver subject matter expertise to support the Fort Bragg, NC site in the event that COOP is implemented and services are moved to the backup location. Contractor

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support shall involve assisting in the performance of the responsibilities of the Fort Bragg, NC site personnel to include System Administrator (SA)/DBA responsibilities. The contractor shall ensure that COOP servers are maintained at the proper RCAS update level and that all IA controls are in place. The contractor shall ensure specific duties/responsibilities and alternate work locations are outlined in the USARC SOP, Memorandum of Agreement (MOA), and RCAS COOP documentation.

The contractor shall:

- a. Evaluate software application issues on site and in the field.
- b. Conduct analyses on technical issues and provide engineering support for architecture issues as they pertain to the development of software applications and hardware implementations.
- c. Apply all applicable software patches/upgrades in accordance with IA process.
- d. Coordinate and install RCAS releases in coordination with Fort Bragg, NC outage schedules.
- e. Troubleshoot end-user issues/trouble tickets, as applicable.
- f. Effectively communicate issues and resolutions to all levels of the organization.
- g. Interact with internal and external customers.
- h. Ensure that all applicable IEs are updated to point to servers in event COOP is activated.
- i. Participate in COOP-related training and exercises.
- j. Produce innovative solutions for a variety of complex problems.
- k. Assist in formulating requirements; advise on alternatives and on the implications of a newly revised system.
- l. Identify omissions and errors in requirements and recommends best practices.
- m. Plan work schedules and perform customer support activities involving software design, developments, testing, and program management.

C.5.3.5 SUBTASK 5 – TRAINING SERVER ENCLAVE

The contractor shall deliver subject matter expertise for the operational support and maintenance of the RCAS Training Servers to include system security, systems monitoring, troubleshooting, repair, performance evaluation, applying RCAS updates and patches, and creating student accounts for soldiers attending RCAS functional training. The training environment located at Fort Bragg, NC consists of Level 1 and Level 2 web and database servers that support all RCAS training for the ARNG and USAR.

The contractor shall:

- a. Perform backups.
- b. Test backups.
- c. Perform service availability monitoring.
- d. Perform event log monitoring.
- e. Perform drive space monitoring.
- f. Perform log file maintenance.
- g. Perform patch level monitoring and management.

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- h. Develop and maintain documentation.
- i. Manage IA and Security.

C.5.3.6 SUBTASK 6 – SPECIAL PROJECT SUPPORT

The contractor shall deliver subject matter expertise to support special projects, as required. Historically, support has been in relation to technical initiatives as identified by the RCAS program. The contractor shall provide technical and functional support in relation to the fielding of new COTS and hardware to the field. Historically, responsibilities associated with this sub-task have included documentation review/redlines, troubleshooting software/hardware issues while on-site, training end-users on use of new software/hardware, installing new hardware, and migration of servers across domains. Historically, special projects have been in support of the AC, ARNG, and USAR.

The contractor shall:

- a. Evaluate software application issues on site and in the field.
- b. Conduct analyses on technical issues and provide engineering support for architecture issues as they pertain to the development of software applications and hardware implementations.
- c. Travel as required to customer sites to install new software/hardware.
- d. Provide training to end-users on use of new software/hardware.
- e. Effectively communicate issues and resolutions to all levels of the organization.
- f. Interact with internal and external customers.
- g. Monitor activities and schedules.
- h. Produce innovative solutions for a variety of complex problems.
- i. Assist in formulating requirements and advise on alternatives and implications of a newly revised system.
- j. Identify omissions and errors in requirements and recommends optimum approaches.
- k. Assist in the development and testing of systems design for approved technical initiative projects.
- l. Plan work schedules and perform customer support activities involving software design, developments, testing, and program management.
- m. Review documentation and provide documentation of errors/anomalies (redlines as applicable).

C.5.3.7 SUBTASK 7 – CONDUCT TRAINING

The contractor shall provide a high-quality, reliable approach to end user training. The contractor shall conduct classes in accordance with all applicable TRADOC standards. The contractor shall conduct classes on all RCAS applications at a variety of sites to include the Professional Education Center (PEC), Little Rock, Arkansas (AR), the Army Reserve Readiness Training Center (ARRTC), Fort Knox, Kentucky (KY), and other sites for units within the RC. The classes depicted in the chart below shall be offered during the period of performance for this TO.

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Trips	Classes (Can run concurrently)	Locations (Government- Provided)	Curriculum
2	2-4	PEC	All RCAS applications
2	2-4	ARRTC	All RCAS applications
2	4	West Coast	All RCAS applications
2	4	East Coast	All RCAS applications

Note: Currently, class size averages 12-20 students per class.

C.5.4 TASK 4 – CONTRACTOR ENVIRONMENT

C.5.4.1 SUBTASK 1 – ESTABLISH DEVELOPMENT AND INTEGRATION ENVIRONMENT

The contractor shall provide a development and integration environment. The software development and integration environment shall be logically isolated from other networks, to include corporate enterprise and other unclassified networks. Software deliveries shall consist not only of the software update and associated installation materials, but also of all related source and installation build instructions and utilities sufficient to reconstruct the installation media, test installation, and perform testing.

All development shall be performed at the contractor's isolated development environment. The contractor's development environment shall conform to the following guidelines:

- a. The development environment shall be logically isolated from other networks, to include corporate enterprise and other unclassified networks.
- b. Security Program guidelines for the environment shall be prepared and delivered to the Government for review and approval before developing any software.
- c. The Security Program implemented shall use the security controls described in NIST Special Publication 800-53 (dated August 2009, or latest revision), Recommended Security Controls for Federal Information Systems and Organizations as a guide.
- d. The development environment shall be isolated and protected via Government-approved firewall technology from the contractor's corporate (and other) network, and when accessed remotely, meet the Army standards for remote access.
- e. The secure IDE referenced in section C.5.3.4.1 that includes a real-time, collaborative environment that enables access to the contractor's (or an associated sub-contractor's) software development environment shall meet the Army Password Standards, version 2.5, dated 1 May 2008.

The contractor shall ensure the development environment is isolated and protected via Government-approved firewall technology from the contractor's corporate (and other) networks and, if accessed remotely, using an encrypted Virtual Private Network (VPN) from Government compliant dedicated workstations. Firewall access logs are required to permit the Government to monitor and analyze cyber threats and risks, especially in the advent of a cyber event. The contractor shall provide authorized Government stakeholders on-demand access to firewall access logs.

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The contractor shall ensure the environment contains all developmental products and services necessary to conduct development activities within the isolated environment, including source code library management, program management, team collaboration, testing, and development tools and applications; no publication of RCAS intellectual property shall be exposed beyond the isolated network, other than those networks directed by the PL RCAS. Configuration management and monitoring/auditing controls and procedures shall be instituted to ensure that RCAS intellectual property is not exposed beyond the isolated network. The contractor shall maintain virtual images of current and future software baselines within its development environment.

C.5.4.2 SUBTASK 2 – OFFICE AUTOMATION

The contractor's office automation software must be compatible with the current version of the AGM suite of software.

C.5.4.3 SUBTASK 3 –ASSET MANAGEMENT

The contractor shall have the capability of receiving, staging, configuring, storing, and shipping equipment to primarily support MILCON and DLP operations. Volume is directly impacted by operational tempo, what is being fielded, and available funding. The preponderance of the RCAS-core fielded equipment is directly shipped from the vendor to unit/customer locations.

The contractor shall comply with all local, state, and Federal codes, regulations, and laws concerning workplace safety and well-being of warehouse personnel. Refer to www.osha.gov for additional information and regulatory guidance.

The contractor shall store, track the shipment and receipt of, and dispose of Government property in accordance with FAR Part 45 (Government Property).

The contractor shall utilize the standard LMP. Individuals assigned the task of entering data into LMP shall access military networks in support of Tasks One through Nine and, therefore, require elevated privileges.

C.5.5 TASK 5 – HARDWARE AND SOFTWARE TECHNICAL SUPPORT

The contractor shall refresh the equipment, software, and tools as needed over the life of the TO. The contractor shall manage, test, and install the items in the operational environment. The contractor shall configure the new hardware/software in the various sites.

C.5.5.1 SUBTASK 1 – PRODUCT ASSEMBLY AND SHIPMENT

The preponderance of procurement actions will involve direct shipping from the vendor or Original Equipment Manufacturer (OEM) to the specific ARNG or UASR destination. However, consistent with the Consent to Purchase (CTP) guidelines (see Section H.16), the contractor may be required to pre-assemble/assemble, integrate, prepare for shipment, and ship product components to designated locations.

C.5.5.2 SUBTASK 2 – PRODUCT INSTALLATION

The contractor shall provide processes and methodologies necessary to systematically deliver, install, and account for equipment to fully equip or retrofit sites designated by the Government. Installation may involve fabrication of mounts, brackets, and installation kits. The contractor

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shall provide recommendations to the Facilities Maintenance Officer (FMO) regarding electrical power, space, and lighting requirements, as well as other architectural, logistical, and facility planning considerations. The contractor shall provide IT support to operational sites (such as incident command centers) for items (e.g., monitors, data lines, and Video Teleconferencing (VTC) capability). The contractor shall coordinate the installation of equipment and all other contractor services, to include site surveys, necessary to complete the installation for each of the designated sites.

C.5.6 TASK 6 – IT INFRASTRUCTURE INTEGRATION AND REFRESH (ITII&R)

C.5.6.1 SUBTASK 1 – PLANNING AND DESIGN (P&D)

The appropriate military organization (e.g., USARC G2/G6) is responsible for providing the necessary GFI in order to design and subsequently install an IT solution at identified locations. The requirements provided by the GFI will allow the contractor to classify the IT project size (i.e., small, medium, or large). A small project is defined to be a site where the IT implementation funding estimate specified in the GFI is no more than \$150,000. A medium project is a site where the IT implementation funding estimate specified in the GFI is between \$150,000 and \$250,000. A large project is a site where the IT implementation funding estimate specified in the GFI is greater than \$250,000. The contractor should anticipate an approximate average of 15 projects per six-month period.

Upon contractor arrival at the installation site, the PBO (or Government designee per the DA Form 1687) and contractor representative will perform a joint inventory of the equipment and sign the DD Form 250 (Section F, Deliverable 44) and, if necessary, the DD 1149.

The IT funding estimate is based on factors such as unit/soldier counts and IT service ports. The contractor shall provide cost estimates including labor, travel, and Lists of Materials (LOM) to support each site's data and voice requirements along with its associated network connectivity diagram.

The contractor shall staff this effort to allow multiple site designs to be developed simultaneously in accordance with the list of sites provided by the Government. The P&D subtask is limited to the engineering design that includes a site-specific cost estimate for each site. Implementation of the data and voice solution for each site that will be implemented under this estimate will be performed as separate tasks proposed at a later date.

The following is a list of minimum tasks the contractor shall perform in order to produce an IT network design. The contractor shall:

- a. Assist the Government in gathering and posting site-specific GFI data.
- b. Review and analyze supporting documents posted on websites.
- c. Work to complete the design based upon assumptions and historical data in lieu of any missing GFI data.
- d. Accomplish site-specific equipment sizing using the GFI for the data network and, if required, voice network.
- e. Develop site-specific equipment LOMs (Section F, Deliverable 44) to field the local area data network and, if required, voice network to implement the engineering design requirements.

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- f. Develop site-specific labor cost estimates to configure, test, ship, and install the hardware to implement the engineering design requirements.
- g. Populate the Site Cost Estimate Worksheet and finalize all summary cost data.
- h. Document the LOM within the Site Cost Estimate Worksheet and include network connectivity diagrams upon completion of each site's initial engineering design review process.

C.5.6.2 SUBTASK 2 – NETWORK INSTALLATION

The contractor shall purchase the necessary equipment and tools, configure/test the equipment, ship the equipment to the project location, and conduct the network installation previously designed under Task 7, Subtask 1 of this TO. All personnel assigned to this task require access to military networks and elevated privileges.

The contractor shall ship equipment/tools to a specific site Property Book Officer (PBO) as identified on the DA Form 1687. The site PBO will be identified prior to any shipment of equipment. The PBO will safeguard the equipment/tools at the site until the contractor's Installation Team arrives. Upon contractor arrival at the installation site, the PBO (or Government designee per the DA Form 1687) and contractor representative will perform a joint inventory of the equipment and sign the DD Form 250 (Section F, Deliverable 44).

The contractor shall be responsible for the on-site IT network installation and conduct the necessary testing to confirm operability; operability will be confirmed by an assigned (local) Government technical representative.

The contractor shall complete the following checklists after installation is complete and ready for site network turnover:

- a. Walk-Through Checklist (Section F, Deliverable 44)
- b. Post-Installation Checklist (Section F, Deliverable 44)
- c. Customer Satisfaction Questionnaire (Section F, Deliverable 44)
- d. Test Procedure Checklist (Section F, Deliverable 44)
- e. The contractor's delivery of "As Built Network Drawings" to Government Configuration Management (CM) (Section F, Deliverable 44)

The contractor shall conduct weekly meetings with the PL RCAS in order to communicate project status and identify issues. The contractor shall prepare and submit Site Status reports (Section F, Deliverable 44). The contractor shall attend regularly scheduled project coordination and status meetings in person with the staff of the military organization (e.g., USARC G2/G6 and the Assistant Chief of Staff for Installation Management (ACSIM) organizations). These meetings are currently scheduled quarterly. The contractor shall prepare and deliver meeting minutes (Section F, Deliverable 45) to record the results of these meetings.

The contractor shall attend quarterly Engineering Program Review (EPR) conferences. These EPR conferences are currently sponsored by the U.S. Army Corps of Engineers, but may include other organizations in the future. The status of all aspects of a site's construction is reviewed to include IT implementation activities applicable to this TO. The quarterly project coordination and status meeting is frequently held during the EPR since representatives from the Government are in attendance.

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**C.5.7 TASK 7 – DISTRIBUTED LEARNING PROGRAM (DLP) CORE
SUSTAINMENT**

This task requires daily usage of the ARNG Remedy ARS to open, track, update, and close field support tickets and provide remote VTC and telephonic real-time functional troubleshooting.

C.5.7.1 SUBTASK 1 – HELP DESK

The contractor shall provide Enterprise Service Desk support. The contractor shall integrate its support with existing ARNG service desk operations and processes. The contractor shall identify customer problems and solutions and maintain corrective procedures that are repeatable across the enterprise. The contractor shall review, modify, and develop standards and procedures for the problem resolution process (Section F, Deliverable 46), which includes focusing on customer call reduction and the use of root cause analysis. The contractor shall perform Tier 2 field support for the DLP. The contractor shall monitor the problem resolution processes. The contractor shall measure performance and analyze data to isolate and solve computing, security, and networking problems. The contractor shall include help desk root cause analysis and help desk statistics (i.e., trouble tickets opened, in process, and resolved; metrics regarding response time to trouble ticket resolution) in the contractor's monthly status reports (Section F, Deliverable 7).

C.5.7.2 SUBTASK 2 - SUSTAINING ENGINEERING

The contractor shall be responsible for providing Sustaining Engineering subject matter expertise support to activities that include leveraging 132.xx network access to perform Tier 3 field support and resolution of escalated DLP operational classroom issues (e.g., workstation, audio video, and VTC), identification of product end-of-life and support candidates, and evaluation of submitted deviations and waivers. The contractor shall maintain the Classroom Baseline and Hardware Matrices (Section F, Deliverable 46).

The contractor shall conduct engineering studies (Section F, Deliverable 46) and analysis to support DL classrooms/capabilities, engineering analysis to support IPV6 conversion, analysis of IA and accreditation support activities, and analysis of support for future DLP software images based on AGM updates. The contractor shall be prepared to support classroom improvements or modernization including the list of deliverables below:

- a. Classroom Refresh Plan (Section F, Deliverable 46)
- b. Classroom Installation Fielding Requirements Engineering Document (FRED) (Section F, Deliverable 46)
- c. DLP Integration Manual (Section F, Deliverable 46)
- d. DLP Installation Manual (Section F, Deliverable 46)

The contractor shall sustain functionality of the complete family of in-service hardware and software products, and shall ensure that security and product updates, quality releases, patches, fixes, and service packs are installed in accordance with the manufacturer's recommendations.

C.5.7.3 SUBTASK 3 - EQUIPMENT MAINTENANCE

The contractor shall provide DLP equipment maintenance support to include leveraging 132.xx (GuardNet) network access to perform Tier 4 field support, resolve escalated DLP break-fix

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tickets for DLP classroom components using a planned resources and spares inventory, to ensure that the failure of critical classroom components (e.g., Crestron AV controller, touch panel, Tandberg CODEC, matrix switcher) does not render the classrooms unusable or unavailable/offline.

The contractor shall provide support for other activities performed in support of this equipment maintenance to include ensuring repair of failed components, shipping replacement components (i.e., generating DD Form 1149), issuing/monitoring equipment manufacturer Return Material Authorizations (RMAs), procuring spares/maintenance equipment in support of field failures, establishing and tracking of equipment warranties, performing periodic equipment inventories, and providing equipment failure trend monitoring and analysis.

C.5.7.4 SUBTASK 4 – ENTERPRISE SUPPORT

The contractor shall provide support for enterprise activities of quality assurance and metrics, risk management and lessons learned programs/data repositories, programmatic configuration management, programmatic asset management, facilities management, lab management, test and evaluation management, enterprise customer relationship management, liaison activities, and portal management.

The contractor shall store, track the shipment and receipt of, and dispose of Government property in accordance with FAR Part 45 (Government Property).

The contractor shall utilize the standard LMP. Individuals assigned the task of entering data into LMP shall access military networks and, therefore, require elevated privileges.

The contractor shall ensure COTS software and hardware is fully compatible with DoD's Shareable Content Object Reference Model (SCORM). The systems architecture includes all software, telecommunications, satellite, audio, video, multimedia, networking, server, and desktop hardware.

C.5.8 TASK 8 – IMA CORE SUSTAINMENT

C.5.8.1 SUBTASK 1 – PLANNING AND IMPLEMENTATION OF SOFTWARE

The contractor shall adhere to the current Government-approved SDP for all software to be developed and maintained. The SDP shall define the contractor's proposed lifecycle model and the processes used as a part of that model. For the purposes of this TO, the term lifecycle model is defined in IEEE/EIA Std. 12207-2008. The SDP shall describe the overall lifecycle and shall include primary, supporting, and organizational processes based on the work content of this PWS. In accordance with the framework defined in IEEE/EIA Std. 12207-2008, the SDP shall define the processes, the activities to be performed as a part of the processes, the tasks that support the activities, and the techniques and tools to be used to perform the tasks. The SDP shall maximize the use of automated tools and industry best practices (e.g., test-driven development and integrated quality processes). The SDP shall include and leverage the automated tools PL RCAS has made investments in and that are mandated by higher headquarters. Because IEEE/EIA Std. 12207-2008 does not prescribe how to accomplish the task, the contractor shall describe its approach in sufficient detail within the SDP in order that the Government may assess whether the contractor's approach is viable.

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The SDP shall contain the information defined by the ISO/IEC/IEEE 15289:2017, section 7.3 (generic content) and 10.21 Development plan. In all cases, the level of detail shall be sufficient to define all software development processes that clearly demonstrate integration of quality assurance best practices throughout the software development lifecycle, activities, and tasks. Information provided shall include, at a minimum, specific standards, methods, tools, COTS/GOTS, actions, strategies, and responsibilities associated with development and testing.

Additionally, the SDP shall describe an integration and training plan focused on providing the Government with a thorough understanding of the contractor's software development methodologies and testing tools and processes. This training plan shall continue throughout the entire period of performance.

As part of this subtask, the contractor shall:

- a. Define an innovative and efficient lifecycle software support methodology/approach consistent with total system requirements.
- b. Provide support characteristics that are managed as an integral part of system development.
- c. Provide system lifecycle support and sustainment.

The contractor shall incorporate innovative holistic solutions within a rapid development and synergistic deployment approach for quality software within a flexible and mission-responsive and adaptive methodology.

Software development processes and resultant deliverables under this TO shall be a series of rapid developments that deliver incremental capabilities in shortened timeframes as defined in roadmaps developed and delivered by the contractor. The contractor shall employ continuous integration best practices in developing software solutions.

Based on a plan for each project, the contractor shall complete and deliver a version-controlled software release for fielding. Most projects will require several iterations culminating in an update to the field. The scope of every project will be tailored based upon the projected LOE, driving longer or shorter iterations, and the contractor shall update schedules, as required.

The contractor shall lead technology planning to evaluate the IT marketplace, its trends, and growth to develop periodic technology refresh and enhancement plans. The contractor shall maintain a list of business requirements and the corresponding roadmaps.

The contractor shall provide technical/management leadership of analysis of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation of technical solutions.

C.5.8.2 SUBTASK 2 – ESTABLISH DEVELOPMENT ENVIRONMENT

The contractor shall establish a development environment for IMA support.

The requirements identified in Section C.5.4 apply to this subtask.

C.5.8.3 SUBTASK 3 – SUSTAINMENT SUPPORT

The contractor shall gain an in-depth understanding of the overall system architecture, data flow, and system design and functionality requirements to include system of system interfaces. The contractor shall sustain system baselines and provide system engineering and maintenance in

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support of the ARNG enterprise applications. The contractor shall make sure all baseline changes are accurately captured and reported to the system of record. Examples of baseline changes include work products involving hardware, software, database, information exchange, security, and documentation. The contractor shall sustain functionality of the complete family of hardware and software products, ensuring timely security and product updates and quality releases are managed efficiently and effectively.

The contractor shall provide an interactive, user-driven development methodology characterized by short duration development cycles that produce demonstrable “interim deliveries” of software that may or may not be fielded to the operational community. The time required to create delivery iteration is dependent on planning, complexity of features, or other influences. Iterations may also be based on a fixed time cycle, with variances in the amount of features developed. The contractor shall use continuous integration best practices in developing software solutions.

The contractor shall perform all the associated activities required to develop, integrate, implement, and sustain the solution. The contractor shall be responsible for overall responsiveness, cost control, adherence to schedules, and technical quality of work.

C.5.8.4 SUBTASK 4 – SYSTEM ANALYSIS

The contractor shall provide detailed requirement analysis on proposed changes to existing applications and proposed new functionality. Each analysis shall address, at a minimum, the following criteria: availability, maintainability, expandability, reliability, and conformance to functional, security, and budgetary requirements. The analysis shall identify the resources, risks, dependencies, and impact associated with the requirement.

The contractor shall:

- a. Review all Government-proposed requirements entered as ECP in the Dimensions system. Gather customer technical detail requirements.
- b. Determine the impact on any internal/external system(s).
- c. Coordinate meetings with Government leads.
- d. Provide fully justified COA based on current industry-accepted methodologies coupled with innovative solutions.
- e. Document results and findings, providing recommendations on systems integration and standardization as required.
- f. Develop detailed implementation plans.
- g. Provide real-time visibility mechanism for Government review and feedback for software development projects.
- h. Utilize existing and proposed future software toolsets to automate existing and future IE.
- i. Develop a Requirements Specification Document upon project assignment decision.

The contractor shall ensure the requirements comply with and conform to Army Architecture standards, DoD IA requirements, the DoDAF, and the ARNG-approved architecture. The contractor shall not have any direct communication with a Government customer without a RCAS TPOC-designated representative being present.

The contractor shall ensure the analysis activities result in a defined set of functional and technical requirements. By Government direction, these requirements may be transitioned to a

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development group for implementation. The analysis shall also address SOPs, policies, system interfaces, and SLAs.

As part of the requirements management activity, the contractor shall implement a change control process designed to add rigor in managing changes to the existing requirements baseline. Although changes are anticipated they are managed through the change control process designed to minimize requirements scope challenges with a proactive process to assess costs and impacts to proposed requirements changes.

C.5.8.5 SUBTASK 5 – IMA CORE SUSTAINMENT

The contractor shall provide system development and maintenance in support of the National Guard. The contractor shall perform all the IMA-associated activities required to enhance, integrate, implement, and maintain the solution.

The contractor shall provide system sustainment services and development for software applications, database applications, and other solutions, to include all the associated activities required to update/changes, enhance, integrate, implement, and maintain the IMA solutions. The contractor shall update all existing system documentation as required during the course of development and maintenance. The contractor shall be responsible for the preparation of additional systems documentation that may be required by change in system requirements (Section F, Deliverables 20, 24, 26, and 52).

The contractor shall possess an in-depth understanding of the overall system development, system design, and functionality requirements to include system of systems interfaces. The contractor shall sustain system baselines and functionality for IMA. The contractor shall sustain functionality of the complete family of software applications, ensuring timely security and products updates and quality releases. The contractor shall be responsible for overall responsiveness, cost control, adherence to schedules, and technical quality of work.

The contractor shall continue Standard Installation/Division Personnel System (SIDPERS)SIDPERS maintenance until Integrated Pay and Personnel System Army (IPPS-A) IPPS-A is operational. The contractor shall assist in the preparation of plans for the transition of the SIDPERS data to IPPS-A. This shall include the backup, archival, and decommissioning/restoration for SIDPERS. The fully executable plans and processes are needed to ensure SIDPERS (e.g., system, documentation, source code, test information, etc.) is saved for future use and to restore the system, if necessary. The timeline that shall be followed for the plan is that backup will be completed within one week, all data will be fully inventoried and archived, and the system will be restored within two weeks.

The contractor shall assist in the execution of the SIDPERS transition plan. The contractor shall evaluate the transition of SIDPERS interfaces to IPPS-A. The contractor shall verify inbound and outbound interfaces associated with SIDPERS to ensure all file layouts, domain names, and valid domain values are documented.

The contractor shall collaborate with the Government to make changes to Total Army Personnel Database – Guard (TAPDB-G) TAPDB-G reflecting changes created by the implementation of IPPS-A to include regulations, policies, etc. The contractor shall ensure timely updates are made to TAPDB-G to be consistent with IPPS-A and other source systems.

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The contractor shall develop databases, monitor and sustain the databases, and incorporate changes or updates to the supporting data models, schemas, and related support software, as required. The contractor shall provide continuous improvement in the integration of the information within the database to facilitate data sharing across the application systems. The contractor shall maintain an awareness of the Government data standards and evolve existing databases toward continuing compliance with Government data systems.

C.5.8.6 SUBTASK 6 – SOFTWARE DEPLOYMENT MANAGEMENT

The contractor shall assist the Government in developing a software deployment roadmap that encompasses the individual detailed project plans. The contractor shall assist the Government in developing an integrated software deployment management solution that ensures simplicity in update installation and system use and reduces the implementation burden on units in the field. The contractor shall ensure its software deployment management practices and processes are complementary to the Government's practices and processes. The software detailed project plans shall include tasks associated with fielding updates to the sustained application base (Section F, Deliverable 49). The contractor shall build release packages for each application release that include, but are not limited to, the following content:

- a. Software Version Description Document that includes the content of each update and any known limitations.
- b. Unique identifiers for each update.
- c. Installation instructions and release media.

The contractor shall package releases for all applications, check bytes size on UNIX and Windows servers, create notifications emails and/or all states releases emails, Secure File Transfer Protocol (SFTP) releases to key states, upload releases to Guard Knowledge Online (GKO) website, and maintain files on the website. Each year old files shall be purged from GKO website. The contractor shall participate in the release planning team and its process including feature releases with other Government-directed representatives.

The contractor shall create a test plan. Based on a plan for each release, software releases shall be completed, delivered, and fielded. Most projects will require several iterations culminating in a release to the field. Every release shall be tailored to the scope of the project, driving longer or shorter iteration and release schedules as required and directed by the Government.

The contractor shall be responsible for packaging and releasing to the Government applications developed by another contractor. The contractor shall not be responsible for developing and testing the following applications under this task:

- a. **ELECTRA**
- b. **CAPS-W:** Commercial Accounts Payable System-Windows
- c. **DMO:** Defense MilPay Office
- d. **GFEBS:** General Funds Enterprise Business System
- e. **IPERMS:** Interactive Personnel Electronic Records Management System
- f. **ODS:** Operational Data Store
- g. **RCAS:** Reserve Component Automation System
- h. **RFMSS:** Range Facility Management Support System

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- i. **RPAM:** Retirement Points Accounting Management
- j. **WINIATS:** Windows Integrated Automated Travel System

C.5.8.7 SUBTASK 7- CONFIGURATION MANAGEMENT

The contractor shall develop a CMP (Section F, Deliverable 30) and establish and maintain a strict change control process. The contractor shall manage strict version control on all software source code and related artifacts either acquired or developed per the Government-approved contractor CMP.

The contractor shall coordinate with Government personnel on changes to the environment through the change control process outlined in the contractor CMP and in accordance with the Government's configuration management guidance.

The contractor shall provide QC across products' lifecycle to include unit, integration, regression, and security (e.g., STIG, etc.) testing to ensure the delivery of quality DoD-compliant products.

The contractor shall support the IMA with CM activities, to include preparing CM documentation for enterprise and project artifacts; participating in CM planning; overseeing and participating in library setup and control for all developmental components and products; participating in the identification and marking of baseline product components; working with division, project, and QA management to identify and resolve quality issues; participating in process improvement initiatives; supporting configuration control boards; and developing, documenting, and executing CM policies, processes, and SOPs.

The contractor shall sustain configuration control and configuration documentation, as well as report configuration status, in accordance with ANSI/EIA Standard 649 (National Consensus Standard for Configuration Management); ISO/IEC Standard 12207-2008, Systems and Software Engineering-Software Life Cycle Processes; IEEE Standard 828:2012, Standard for Software Configuration Management Plans; ISO/IEC Standard 15288-2008, Systems and Software Engineering-System Life Cycle Processes; ISO/IEC/IEEE Standard 15289-2011, Systems and Software Engineering – Content of Life-Cycle information products (documentation); and MIL-HDBK-61A, Configuration Management Guidance, 7 February 2001.

The contractor shall support CM of requirements such as software and ECPs in response to security vulnerabilities, directed architecture changes, policy/regulatory changes, legislative changes, interface changes, BPIs, and environmental changes.

The contractor shall use the Government implementation of Serena Dimensions, through a secure remote connection (e.g., CITRIX or .mil), for CM. The contractor shall maintain the baselines and documentation for all system releases. The contractor shall monitor and report the installation status of each new release. This shall include source code control, baseline management, and documentation control.

C.5.8.8 SUBTASK 8 – TESTING

The contractor shall ensure all products are thoroughly tested prior to delivery to the Government. The Government envisions a user-driven, iterative SDLC that includes frequent engagement of the customer and designated representative testers. The approach shall include use of automated regression testing techniques and utilities included as part of a continuous

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software integration process. The contractor shall support the Government to identify and correct product testing issues identified throughout the software development process, but especially during integration testing of a releasable set of software features.

The contractor shall conduct tests (e.g., unit, functional, system, interoperability, regression, security, and performance) of software throughout the development lifecycle using industry best practices of continuous integration methods and automated regression testing utilities. The IMA Government test lab is 30 percent virtualized. Testing materials (e.g., scripts, configurations, utilities, tools, plans, and results) shall be maintained under configuration control using identical methods applied to source code (Section F, Deliverable 29).

The contractor shall develop and deliver test procedures, test data, materials, results, and artifacts including Requirements Traceability Matrix (Section F, Deliverable 31) in a format that allows the Government to reproduce the testing procedures and results within their own Secure Testing and Integration Environment (STIE). The Government will provide test data as necessary for the contractor to maintain the application and this test data will be provided after contract award.

The contractor shall conduct testing related to non-functional requirements including load, performance, and installation testing. The contractor shall correct and repair software defects throughout the software development process identified through all testing including unit, system, functional, security, performance, and load testing procedures.

The contractor shall:

- a. Conduct inspections and provide analysis of testing results, as directed.
- b. Provide facilities and hardware for testing software iterations prior to delivery to the Government.
- c. Include the user/customer as part of the iteration tests/demonstrations, as required.
- d. Collect systems and application performance and load data as part of the testing process.
- e. Maintain testing scripts, utilities, test execution, and testing results under configuration control for comparison and analysis
- f. Support the Government's efforts to conduct integration testing of software deliverables within the Government's STIE.

The contractor shall correct and repair software defects discovered during Government integration testing procedures. Defects include issues found within the software, installation procedures, documentation, or other items relevant to successful testing and deployment of a releasable software delivery.

C.5.8.9 SUBTASK 9 – GOVERNMENT STIE

The contractor shall deliver source codes, build materials, and related artifacts to the Government. Source code evaluation and scanning, installation kit construction, and testing (e.g., functional, security, load, performance, etc.) will be conducted within the Government's Common STIE at IMA.

The contractor shall support Government efforts to build installation kits, conduct design analysis, and perform security scans within the Government facility. For all deliveries, the contractor shall provide media for all source code, installation kits, documentation (Section F, Deliverable 34) (including those related to architecture, test design and testing results, and

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installation procedures), and build procedures and scripts delivered to or maintained for the Government.

When requested by the Government, the contractor shall provide on-site support configuration management and installation of software into the test environment. The contractor shall ensure that the Government is provided copies of all software and related materials developed under this TO at the end of each release or as requested by the Government (Section F, Deliverables 26 and 52). The contractor shall identify third-party products used to develop, operate, and construct the software applications.

C.5.8.10 SUBTASK 10 – IA SECURITY, RISK REMEDIATION, AND MITIGATION

The contractor shall assist the Government in completing DoD Information Assurance Certification and Accreditation Process (DIACAP) activities and supporting documentation. The contractor shall assist the Government to complete, review, and submit the System Questionnaire in the Army approved database (currently Certification and Accreditation Tracking Database (C&A TdB)). The contractor shall monitor and identify current DIACAP Activity Cycle (Initial, Annual Review, Recertification, and Decommission). The contractor shall ensure accuracy before submission to the Certifying Authority Representative (CAR). If the CAR does not concur with the System Questionnaire, the contractor shall remedy and resubmit. The contractor shall provide system documentation/artifacts to include network topology diagram, data flow diagram, and hardware and software to be uploaded in the C&A TdB System. The contractor shall complete the DIACAP Implementation Plan (DIP).

The contractor shall work with the Agent of the Certifying Authority (ACA) Team(s) to determine availability and ability of the ACA team to perform the IA assessment. The contractor shall ensure an IA strategy describes concisely how a program's IA features comply with applicable Federal, DoD, and ARNG standards, regulations, and requirements. The IA strategy shall briefly describe the system, the program's risk assessment in the face of cyber and physical threats, the acquisition strategy, and the C&A approach. The Government anticipates that the IA strategy should evolve as a program matures.

The contractor shall:

- a. Provide input to the Government in support of required POA&M submissions, identifying risks in support of the Government's remediation and mitigation plan of action throughout the POA&M process.
- b. Perform audits of production assets to maintain and ensure compliance. The contractor shall provide guidance and recommendations on implementation of new or updated STIGs and SRRs.
- c. Comply with all applicable IAVM policies and tools prescribed by DoD and Army policy.
- d. Track and provide quarterly updates to the POA&M items.

The contractor shall assist the Government in submitting and correcting the CoN (AR 25-1) application required by NETCOM for the applications, systems, networks, and/or information systems. The contractor shall follow CoN instructions put forth by NETCOM for this requirement.

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The contractor shall provide analysis of vulnerabilities identified during security scans such as DISA STIGs, Retina, Fortify, or any future tool. The contractor shall advise the Government on the strategy to remediate the vulnerabilities.

C.5.8.11 SUBTASK 11 – LEGACY COTS/GOTS SOFTWARE

The contractor shall analyze potential modification to specific COTS products and their corresponding application in order to ensure effective and efficient operations as approved by the Government. The contractor shall ensure integration and complete compatibility of all current and future infrastructure COTS software with the project baseline. The contractor shall obtain, assess, and test patches, fixes, and upgrades of infrastructure COTS software. The contractor shall assess and test infrastructure COTS software upgrades. The contractor shall update and provide software documentation. The contractor shall develop a strategy and methodology to report and resolve COTS software end-of-life issues to the Government.

The contractor shall assess, test, and integrate replacement/upgraded GOTS applications into the system architecture(s) and ensure integration and complete compatibility of all current and future GOTS applications. The contractor shall develop a strategy and methodology to report and resolve GOTS application software end-of-life issues to the Government. The contractor shall update and provide software documentation. The contractor shall support the GOTS Software Baseline.

The contractor shall provide a QCP (Section F, Deliverable 6) that ensures the technology products, services, and solutions provided are integrated and meet best commercial practices. At a minimum, the QCP shall adhere to ISO for QC requirements, or other comparable standards subject to Government approval. The contractor shall ensure the technology products, services, and solutions it provides are of high quality and are fully integrated and tested to include hardware, software, security, operating systems, and networks.

The contractor shall plan, develop, document, and implement an SQA Program (Section F, Deliverable 21) to ensure that high levels of software quality are attained and all contractual requirements are complied with fully. The contractor's SQA Program shall be applied to, but not limited to, software requirements; software design; software engineering standards, practices, and procedures; computer program implementation; software documentation and software testing; software library controls; configuration management; corrective action; and subcontractor control.

The contractor shall ensure any future system architecture is sufficiently sized, maintained, and robust enough to support the timely execution of workload. When implementing upgrades, the contractor shall ensure integration and compatibility with the most current architectural directives. The contractor shall ensure that all design changes are interoperable with the most current and future planned infrastructure and to target all applications in the Installation Processing Node (IPN).

C.5.8.12 SUBTASK 12 – ASSET MANAGEMENT

The contractor shall develop processes and methodologies to safeguard and maintain full visibility and accountability of all equipment and tools, deployed hardware, software, IT assets, and COTS software license and warranty management information placed under their control.

SECTION C – DESCRIPTION / SPECIFICATIONS / PERFORMANCE WORK
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The contractor shall track the shipment and receipt of Government property in accordance with FAR Part 45 (Government Property). The contractor shall allow the Government representative unlimited access to all Government equipment and records pertaining to inventory and property accountability. The contractor shall utilize the standard Logistics Management Program (LMP). Individuals assigned the task of entering data into LMP shall access military networks and, therefore, require elevated privileges..

The contractor shall assist the Government representative with the task of obtaining NSNs for equipment and properly transfer accountability of the equipment, as directed by the Government. The contractor shall be responsible for safeguarding and maintaining full accountability for all equipment, software, or tools placed under its control.

The contractor shall store and dispose of Government property in accordance with regulatory guidance, unless otherwise directed by the Government.

C.5.8.13 SUBTASK 13 – ENTERPRISE SERVICE DESK

The contractor shall provide Level 2 and Level 3 help desk support to IMA. Emergency Remedy tickets should be resolved within 48 hours of receipt. For example, system application failure represents an emergency. IMA receives approximately 15 emergency, 40 urgent, and 110 routine Remedy tickets annually.

The contractor shall use the ARNG Enterprise Service Desk. This support will identify customer problems and solutions and maintain corrective procedures that are reusable and repeatable across the enterprise. The contractor shall review, modify, and develop standards and procedures for the problem resolution process. This includes focusing on customer call reduction and the use of root cause analysis.

The contractor shall acknowledge the receipt and provide an interim status on all trouble tickets received from users within 24 hours of the submittal of the trouble ticket. The contractor shall resolve all trouble tickets within 72 hours of receipt. All business-critical tickets pertaining to designated mission-critical systems shall be resolved within 24 hours of receipt. The contractor shall report daily to the designated Government personnel all trouble tickets open longer than 72 hours.

The contractor shall monitor both Government and contractor problem resolution processes. The contractor shall measure performance and analyze data to isolate and solve computing, security, and networking problems. The contractor shall provide technical analyses of trouble tickets. The contractor shall identify, report, and correct defective system components discovered through analysis of trouble tickets.

C.5.8.14 SUBTASK 14 –CYBERSECURITY REQUIREMENTS

The contractor shall establish a security program in accordance with AR 25-2 found at (http://www.apd.army.mil/pdffiles/r25_2.pdf), Department of Defense Directive (DODD) 8500.1 found at (<http://www.dtic.mil/whs/directives/corres/pdf/850001p.pdf>), and DODI 8500.2 found at (<http://www.cac.mil/docs/DoDD-8500.2.pdf>). The contractor shall also ensure that security is integrated and enforced in all phases of the software development process.

The contractor shall support Army C&A activities that include DIACAP or Defense Information Assurance Risk Management Framework (DIARMF) activities.

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C.5.8.15 SUBTASK 15 – CONDUCT TRAINING

The contractor shall provide an innovative approach(s) to end-user training. The contractor shall conduct classes on Enterprise Data Warehouse (EDW) yearly.

TRIPS	CLASSES	LOCATIONS	CURRICULUM
1	1-2	East Coast	EDW
1	1-2	East Coast	SMS-A

C.5.9 TASK 9 – SURGE/SPECIAL PROJECTS

The contractor shall provide surge support for RCAS, DLP, ITII&R, and IMA requirements and systems. Potential areas where surge support may be required include, but are not limited to, RC unit mobilization (Presidential Reserve Call-up through Total Mobilization), support to domestic emergencies that require the extension of RCAS system capabilities in support of RC operational requirements, and RC COOP/disaster recovery. Surge support shall be in addition to TO core sustainment requirements, but inclusive of implementation of approved technology initiatives. While the Government reserves the right of final approval, a joint determination will be made by the Government and contractor as to where EVM will be applicable. Generally, the Government will not require EVM to be applied against LOE tasks. Due to the general nature of the Surge/Special Projects tasks (short period of performance, LOE), EVM will not be required unless requested by the Government. The contractor shall be prepared to provide support for unanticipated surge support requirements including system, system component, or application failure; systems integration; systems deployment; and training. Deliverables will be identified and requested by the Government. Examples of deliverables to be provided include:

- a. Status Report.
- b. Implementation Plan.
- c. Technical Information Package (TIP).
- d. Installation Manual.
- e. Integration Manual.
- f. Emerging Technology Report (Section F, Deliverable 53).
- g. Systems Improvement Initiatives.
- h. As-Built Drawings.
- i. Project Schedule and Cost Estimate.

SECTION D - PACKAGING AND MARKING

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SECTION E - INSPECTION AND ACCEPTANCE

E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the FEDSIM COR and RCAS TPOC at FEDSIM (Washington, DC) and RCAS Headquarters (Fort Belvoir, VA).

E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and the RCAS TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 30 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the TO and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the quality assurance requirements stated within this TO, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.4 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 30 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

SECTION E - INSPECTION AND ACCEPTANCE

E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO/COR will provide written notification of acceptance or rejection (Section J, Attachment H) of all final deliverables within 30 workdays (unless specified otherwise in Section F). Approval may be provided via a workflow management system. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will withhold the fixed price until the non-conforming products or services are remediated.

SECTION F – DELIVERIES OR PERFORMANCE

F.1 PERIOD OF PERFORMANCE

25 September 2018 through 24 June 2019

F.2 PLACE OF PERFORMANCE

Currently, RCAS PO is located at Ft. Belvoir, VA; Ft. Bragg, NC; and IMA is located at Arlington Hall, VA. Place of Performance is not being dictated on this TO except where stipulated in Section C.

However, long-distance travel CONUS and OCONUS is anticipated in support of this effort.

F.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

NLT: No Later Than

TOA: Task Order Award

All references to days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

Data Rights Clause* - Abbreviations in this column of the table below shall be interpreted as follows:

UR: Unlimited Rights, per DFARS 252.227-7013 and 252.227-7014

N/A: Not Applicable

The contractor shall deliver the deliverables listed in the following table on the dates specified:

DEL. #	MILESTONE/ DELIVERABLE	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS*
0	Project Start (PS)		At award	N/A
1	Transition-Out Plan	C.5.1.2	90 days prior to expiration of the Order Period. Updates required as directed by the Government	UR
2	Accounting for Contractor Manpower Reporting	C.5.1.3	By October 31 of each calendar year	N/A
3	Program Management Plan	C.5.1.4	Draft 5 Calendar Days after PS Final – 30 days after PS Update as required or as directed by the Government.	UR
4	Software Development Plan	C.5.1.4	Draft due at Kickoff meeting. Final within 30 days of PS or as directed by the Government.	UR
5	Earned Value Management Plan	C.5.1.4	Due at Kickoff Meeting or as directed by the Government.	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS*
6	Quality Control Plan	C.5.1.4 C.5.1.9 C.5.8.11	Final due 10 days after PS. Updated as major changes occur or as directed by the Government.	UR
7	IPMR	C.5.1.5 C.5.1.7 C.5.7.1	3 rd Monday following the end of each CACI Accounting Period	UR
8	IBR	C.5.1.5	60 Days after PS and 30 days prior to end of the Oder Period or as directed by the Government	UR
9	Business Process Model (BPM)	C.5.2.2	As directed by the Government.	UR
10	RCAS Architecture Review	C.5.2.3	As directed by the Government. DoDAF Architectural Views update annually or as directed by the Government.	UR
11	Cloud PaaS or IaaS Plan	C.5.2.3	As directed by the Government.	UR
12	Cloud PaaS or IaaS Analysis	C.5.2.3	As directed by the Government.	UR
13	Cloud Systems Architecture	C.5.2.3	As directed by the Government.	UR
14	Cloud PaaS or IaaS Design	C.5.2.3	As directed by the Government.	UR
15	Cloud Migration Strategy	C.5.2.3	3 months after Government provides the approval to implement design	UR
16	Test Strategy	C.5.2.3	Copy due at kickoff. Updated as significant changes occur, or as directed by the Government.	UR
17	Test Automation Scripts	C.5.2.3	5 working days prior to Acceptance Testing	UR
18	System Documentation Oracle CPU technical Bulletin	C.5.2.3	As directed by the Government. Final - 5 days after completion of each release	UR
19	Information Exchange Specification with Addenda-MPDV/SOH, RPAM/MilPO Orders/UPS/CMS, Enterprise / FA	C.5.2.6	As directed by Government and when information exchange is added, changed or deleted. NLT annually. Final – 5 days after completion of each Release or as directed by the Government.	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS*
20	Information Exchange Specification with Addenda-AFCOS/JUSTIS, MUP, EDW, SIDPERS, TAPDB-G	C.5.8.5	As directed by Government and when information exchange is added, changed or deleted. NLT annually.	UR
21	Software Quality Assurance Plan	C.5.2.7 C.5.8.11	Draft - 5 calendar days after PS then updated annually or as directed by the Government.	UR
22	Configuration Settings Document (CSD) for both RCAS and USARC	C.5.2.8	2 days prior to TCCB or as directed by the Government	UR
23	System Documentation Example: - Release Notes	C.5.2.8	As directed by the Government. Final 5-days after completion of each Release.	UR
24	Application Release/Service Pack Technical Information Packages (TIP)	C.5.2.8 C.5.8.5	As Directed by the Government. Final – 3 days after completion of each release.	UR
25	System User Documentation - Software User Manual (SUM) and ReadMe – MPDV/SOH, RPAM/MilPO Orders/UPS/CMS, Enterprise/ FA	C.5.2.8	As directed by the Government Final – Due upon each Release.	UR
26	System User Documentation - Software User Manual (SUM) and SVD AFCOS/JUSTIS, MUP, EDW, SIDPERS, and TAPDB-G	C.5.2.8 C.5.8.5	As directed by the Government, Final – Due upon each release	UR
27	System User Documentation – Database Software Installation Instructions	C.5.2.8	As directed by the Government Final-Due upon each Release or as directed by the Government.	UR
28	System User Documentation – Web Application Server Installation and Administration Guide (WASIAG)	C.5.2.8	As directed by the Government Final-Due upon each Release	UR
29	System User Documentation – RCAS Database Installation Instructions (RDBII) and Database Administration Guide (DAG)	C.5.2.8 C.5.8.8	As directed by the Government. Final – As needed.	UR
30	Configuration Management Plan (CMP)	C.5.2.8 C.5.8.7	Draft - 5 calendar days after PS Updated annually or as directed by the Government.	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS*
31	Requirements Traceability Matrix (RTM)	C.5.8.8	As directed by the Government. Draft – 5 working days post last sprint completion. Final due upon each release.	UR
32	Requirements Traceability Matrix (RTM)	C.5.2.9	Draft – 5 working days post construction completion and final due upon release.	UR
33	Baseline Configuration Matrix (BCM). Signed Media Delivery Letter. CD-ROM/Release Media with Executable Software Applications (Object and Source Code) to include release documentation	C.5.2.10	Draft BCM: NLT 1 business day prior to a scheduled exit Laboratory Configuration Audit (LCA). Final BCM: NLT 5 business days after TCCB approval.	UR
34	Release Package to include Signed Media Delivery Letter & Baseline Configuration Matrix, Package, Signed Media	C.5.8.9	As directed by the Government. Final due upon each Release.	UR
35	Continuity of Operations (COOP) Plan with USARC Addendum	C.5.2.12	Draft 45 days after PS, then 10 days prior to COOP exercise and then updated annually	UR
36	Cybersecurity Strategy Plan	C.5.2.12	Draft –90 calendar days after PS Updated annually or as directed by the Government.	UR
37	Certificate of Net-Worthiness (CoN)	C.5.2.12	As required by the Government.	UR
38	Asset Inventory	C.5.2.14	60 days after PS, then updated annually or as directed by the Government.	N/A
39	Enterprise Training Plan	C.5.3.15	Draft 90 calendar days after PS then updated annually or as directed by the Government.	UR
40	Program of Instruction (POI)	C.5.2.15	When changes to the RCAS software warrant update to POI, within 10 calendar days of Government acceptance of all software release or as directed by the Government.	UR
41	RESERVED			N/A

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS*
42	Develop, Maintain DL Courseware/Products	C.5.2.15	Within 10 calendar days of Government acceptance of all software release.	N/A
43	Develop CUCM and CME user's manual & training material (Optional)	C.5.3.3	10 Days after site completion and as updates occur.	N/A
44	Fielding Requirements Engineering Document (FRED) a. Develop Site-Specific Equipment LOMs b. DD250 with Packing List Information c. Site – Customer Satisfaction Questionnaire d. Site – Pre-Installation Walkthrough Checklist e. Site – Post-Installation Checklist	C.5.6.1 C.5.6.2	As Required.	UR
45	Prepare Meeting Minutes	C.5.6.2	NLT 5 days after meeting.	N/A
46	Classroom Installation Fielding Requirements Engineering Document (FRED) a. Develop Standards, Procedures for Problem Resolution Process b. Classroom and Hardware Baseline Matrices c. Conduct Engineering Studies d. Classroom Refresh Plan e. DLP Integration Manual f. DL Installation Manual	C.5.7.1 C.5.7.2	30 calendar days after completion of site installation or relocation or as directed by the Government.	UR
47	Kick-Off Meeting Agenda	C.5.1.4	At least three workdays prior to the Kick-Off Meeting.	UR
48	After Action Reports	C.5.1.8	As Required.	UR
49	Release Plans	C.5.2.8 C.5.8.6	As Required.	UR
50	Document systems, application performance and load data	C.5.2.9	As Required.	UR
51	RESERVED	C.5.6		

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS*
52	IMS - System User Documentation	C.5.8.5 C.5.8.9	As Required.	UR
53	Emerging Technology Report /Technical White Papers/Impact Analysis	C.5.9	Updated as required. For minor updates, AGM analysis due 15 working days after receipt from the Government. For major updates, AGM analysis due 30 working days upon receipt from the Government.	UR
54	Copy of the TO (Initial Award and all Modifications)	F.5	As Required	UR
55	Transition-In Plan	C.5.1.1	One Day after Project Award	UR
56	Functional Requirements Document (FRD) - Applications	C.5.2.8	As directed by the Government Final - Due upon each release	UR

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with DFARS 252.227-7013 and 252.227-7014.

The contractor is required to include DFARS 252-227-7013, Rights in Technical Data-Noncommercial Items and DFARS 252.227-7037, Validation of Restrictive Markings on Technical Data in contracts with subcontractors or suppliers, at all tiers, who will be furnishing technical data for non-commercial items in response to a Government requirement.

F.4 DISTRIBUTION STATEMENT C

The contractor shall deliver Deliverables listed above and all other documents that the contractor provides to the Government with one of the following distribution statements. All documents containing vulnerability information of any kind will utilize Statement 2; all other documents will utilize Statement 1. In the event that deliverables require other versions of distribution statements, see DoDI 5230.24 for authoritative guidance. The date for all determination statements, denoted below as [DD MMM YYYY] will reflect the date that the document is submitted for Government review.

Statement 1

Distribution authorized to U.S. Government agencies and its contractors for Administrative or Operational Use; determination date [DD MMM YYYY]. Other requests for this document shall be referred to the RCAS PO.

SECTION F – DELIVERIES OR PERFORMANCE

Statement 2

Distribution authorized to U.S. Government agencies and its contractors for Administrative or Operational Use; contains Vulnerability Information, determination date [DD MMM YYYY]. Other requests for this document shall be referred to the RCAS PO.

F.5 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the FEDSIM CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA (Section F, Deliverable 54). The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 United States Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.6 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by electronic mail (email) and removable electronic media, as well as placing in the RCAS-designated repository. The following are the required electronic formats, whose versions must be compatible with the latest Army AGM.

a. Text	Microsoft (MS) Word
b. Spreadsheets	MS Excel
c. Briefings	MS PowerPoint
d. Drawings	MS Visio
e. Schedules	MS Project

F.7 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered electronically to the FEDSIM COR at the following email address:

(b) (6)



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(b) (6)

Copies of all deliverables shall also be delivered electronically to the PL RCAS TPOC.

TBD at time of award.

F.8 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment E as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

SECTION G – CONTRACT ADMINISTRATION DATA

G.1 CONTRACTING OFFICER’S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Appointment Letter (Section J, Attachment A). The FEDSIM COR will receive, for the Government, all work called for by the TO and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the Contract or the TO.

G.1.1 CONTRACT ADMINISTRATION

Contracting Officer:

(b) (6)



Contracting Officer’s Representative:

(b) (6)



Technical Point of Contact:

TBD at time of award.

G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice:

Task Order Number: (from GSA Form 300, Block 2)

Paying Number: (ACT/DAC NO.) (From GSA Form 300, Block 4)

FEDSIM Project Number: AR00917

Project Title: Reserve Component Automation System (RCAS)

The contractor shall submit invoices as follows:

SECTION G – CONTRACT ADMINISTRATION DATA

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall manually enter CLIN charges into Central Invoice Services (CIS) in the ASSIST Portal. Summary charges on invoices shall match the charges listed in CIS for all CLINs. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. The contractor shall provide invoice backup data, as an attachment to the invoice, in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category. The FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

The contractor is certifying, by submission of an invoice in the CIS, that the invoice is correct and proper for payment.

If there are any issues submitting an invoice, contact the Assisted Acquisition Services Business Systems (AASBS) Help Desk for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov.

G.3 INVOICE REQUIREMENTS

The contractor may invoice the fixed fee on a monthly basis. The monthly fixed fee invoiced shall be proportionate to the labor (dollars) expended for the month invoiced.

The contractor shall submit a draft copy of an invoice backup in Excel to the FEDSIM COR for review prior to its submission to ASSIST. The draft invoice shall not be construed as a proper invoice in accordance with FAR 32.9 and GSAM 532.9. Receipts are provided on an as requested basis.

CPFF and NTE CLINs shall be addressed separately in the invoice submission. CPFF CLINs shall be broken down by task to assist with appropriation accountability.

The final invoice is desired to be submitted within six months of project completion. Upon project completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following metadata:

- a. GWAC Contract Number.
- b. Task Order Award Number (NOT the Solicitation Number).
- c. Contractor Invoice Number.
- d. Contractor Name.
- e. Point of Contact Information.
- f. Current period of performance.
- g. Amount of invoice that was subcontracted.

SECTION G – CONTRACT ADMINISTRATION DATA

The amount of invoice that was subcontracted to a small business shall be made available upon request.

G.3.1 COST-PLUS-FIXED-FEE (CPFF) CLINs

The contractor may invoice monthly on the basis of cost incurred for the CPFF CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees).
- b. Employee company.
- c. Employee Alliant 2 labor category.
- d. Exempt or non-exempt designation.
- e. Current monthly and total cumulative hours worked.
- f. Direct Labor Rate.
- g. Corresponding negotiated ceiling rate (if applicable).
- h. Effective hourly rate (e.g., costs/hours).
- i. Current approved billing rates in support of costs billed.
- j. Itemization of costs centers applied to each individual invoiced.
- k. Indirect (e.g., Fringe, Overhead (OH), General and Administrative (G&A)) burdened costs for each individual invoiced.
- l. Fixed Fee Amount.
- m. Any cost incurred not billed by CLIN (e.g., lagging costs).
- n. Labor adjustments from any previous months (e.g., timesheet corrections).
- o. Provide comments for deviations outside of ten percent.

All cost presentations provided by the contractor shall also include OH charges and G&A charges and rates being applied by individual with associated cost center information.

G.3.2 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- a. Tools and ODCs purchased.
- b. Request to Initiate Purchase (RIP) or Consent to Purchase (CTP) number or identifier.
- c. Date accepted by the Government.
- d. Associated CLIN.
- e. Project-to-date totals by CLIN.
- f. Cost incurred not billed by CLIN.

SECTION G – CONTRACT ADMINISTRATION DATA

- g. Remaining balance of the CLIN.

All cost presentations provided by the contractor shall also include OH charges and G&A charges in accordance with the contractor's Defense Contract Audit Agency (DCAA) cost disclosure statement.

G.3.3 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulation (FTR) - prescribed by the GSA, for travel in the contiguous United States (U.S.).
- b. Joint Travel Regulations (JTR) Volume 2, DoD Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
- c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR/DSSR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

- a. Travel Authorization Request number or identifier, approver name, and approval date.
- b. Current invoice period.
- c. Names of persons traveling.
- d. Number of travel days.
- e. Dates of travel.
- f. Number of days per diem charged.
- g. Per diem rate used.
- h. Total per diem charged.
- i. Transportation costs.
- j. Total charges.
- k. Explanation of variances exceeding ten percent of the approved versus actual costs.
- l. Indirect handling rate.

All cost presentations provided by the contractor shall also include OH charges and G&A charges in accordance with the contractor's DCAA cost disclosure statement.

G.4 TASK ORDER CLOSEOUT

The Government will unilaterally close out the TO no later than six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this TO.

- a. Program Manager (PM)
- b. RCAS – Chief Software Architect-Project Manager/Task Lead
- c. DLP – Project Manager/Task Lead
- d. IMA – Project Manager/Task Lead
- e. Enterprise Cybersecurity Manager

The Government desires that Key Personnel be assigned for the duration of the TO.

H.1.1 PROGRAM MANAGER (PM)

The contractor shall identify a PM by name who shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

It is required that the PM shall have the following qualifications:

- a. Experience managing complex IT projects/operations of a nature similar in size and scope as referenced under this TOR.
- b. A current Project Management Professional certification or a DoD equivalent certification.

H.1.2 RCAS – CHIEF SOFTWARE ARCHITECT-PROJECT MANAGER/TASK LEAD

It is required that the RCAS – Chief Software Architect-Project Manager/Task Lead shall have the following qualifications:

- a. Experience managing projects with environments similar to RCAS (.NET 4.0, Oracle, VM Ware, etc.).
- b. Experience with rapid software development methodology.
- c. Experience in Enterprise operations and consolidation. Includes experience in system development lifecycle processes.

H.1.3 DLP - PROJECT MANAGER/TASK LEAD

It is required that the DLP-Project Manager/Task Lead has the following qualifications:

- a. Experience managing projects within an environment similar to DLP and IT infrastructure and technologies.
- b. Experience in technical leadership and guidance of operational tasks, including review of work products for compliance with industry-accepted standards.

H.1.4 IMA - PROJECT MANAGER/TASK LEAD

It is required that the IMA-Project Manager/Task Lead shall have the following qualifications:

- a. Knowledge and/or experience managing projects within environments similar to the IMA environment.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.1.5 ENTERPRISE CYBERSECURITY MANAGER

It is required that the Enterprise Cybersecurity Manager shall have the following qualifications:

- a. Active Top Secret Clearance with Single Scope Background Investigation (SSBI).
- b. Computer information system security professional (minimum IASEA Level II) certification.
- c. Experience applying DoD/Army Security Management and Security Engineering policy guidance and directives to both hardware and software-centric environments.
- d. Experience with RMF, vulnerability assessments, IAVA reporting, and IA problem resolution including applying security principles and best practices in a Microsoft .NET and Oracle environment.
- e. Demonstrated communication skills required, with experience briefing executive personnel.

H.2 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the FEDSIM CO. Prior to utilizing other than the Key Personnel specified in its proposal in response to the TOR, the contractor shall notify the FEDSIM CO and the FEDSIM COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute Key Personnel qualifications shall be equal to, or greater than, those of the Key Personnel substituted. If the FEDSIM CO and the FEDSIM COR determine that a proposed substitute Key Personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination

H.3 CONTRACTOR TRAINING

The contractor shall supply and bear all training costs (e.g., salary, tuition, course materials, travel, per diem, etc.) to ensure the technical currency of its employees on commercially available applications in order to accomplish the tasks under this TO.

In order to satisfy many of the requirements contained in this TO, meeting the commercial certification standards outlined in AR 25-2 and DoDD 8570 (<http://www.dtic.mil/whs/directives/corres/pdf/857001m.pdf>) shall be required.

Certifications required per 8570.01-M include:

	Level I	Level II	Level III
IAT	A+, Network+, SSCP	GSEC, Security+, SCNP, SSCP	CISA, GSE, SCNA, CISSP

SECTION H – SPECIAL CONTRACT REQUIREMENTS

	Level I	Level II	Level III
IAM	CAP, GISF, GSLC, Security+	CAP, GSLC, CISM, CISSP	GSLC, CISM, CISSP
IASAE	CISSP	CISSP	CISSP-ISSEP, CISSP-ISSAP
CND Infrastructure / CND Incident			
GCIA, CEH	SSCP, CEH	GCIH, CSIH, CEH	CISA, GSNA, CEH
CND-SP Manager: CISSP-ISSMP, CISM			

Additional platform-specific certifications (Microsoft .NET, Oracle, VM, etc.) are also required for the personnel working on those systems.

Contractor personnel certification shall be recorded and archived for Government inspection; certification documentation shall additionally be uploaded by the contractor to the Army Training and Certification Tracking System (ATCTS).

Contractor personnel who do not have adequate and current certifications will be denied access to DoD information systems for the purpose of performing cybersecurity functions.

H.4 GOVERNMENT PROPERTY

The Government will provide minimal property at the contractors' facility. The contractor shall provide any required office space, furniture, and communication (voice, data) capabilities for those personnel who will be performing the subtasks stated in this TO at a contractor facility. The contractor shall be responsible for providing the material, tools, and staff to install a Local Area Network (LAN) and the necessary communications to establish connectivity to the internet.

H.5 GOVERNMENT-FURNISHED INFORMATION (GFI)

The Government will provide access to Government-owned, contractor technical documentation, software images, and executable software programs necessary to maintain and enhance the current baseline

H.6 SECURITY CONSIDERATIONS

H.6.1 INFORMATION ASSURANCE TRAINING

The contractor shall adhere to the training and certification requirements of DoD 8570.01 and the Army Best Business Practice (BBP) for IA Training and Certification.

All contractor personnel with access to a Government information system shall be registered in the ACTCS at commencement of performance and shall successfully complete the DoD Information Assurance Awareness training prior to access to the information system and then annually during TO performance.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

The contractor shall ensure that all personnel that require elevated permissions or privileged access to resources and data on the Army's LandWarNet shall complete IAT Level I training and certification as described in DoDD 8570.01-M, AR 25-2, and the Implementation of IA BBP training and certification (https://atc.us.army.mil/iastar/docs/Training_BBp.pdf, requires CAC and IASTAR account for access).

H.7 SECURITY CLEARANCES

The contractor shall ensure that personnel, assigned to the execution of this TO, that require access to the Army's LandWarNet shall meet the following security clearance requirement, in accordance with the DD254 (Section J, Attachment J) prior to accessing the Army's LandWarNet. Users must have a favorable completion of a National Agency Check (NAC) (current within 180 days). They shall also initiate an SSBI and must have a favorable review of Standard Form (SF) 85P "Questionnaire for Public Trust Positions" and SF 86 "Questionnaire For National Security Positions" and "Supplemental Questionnaire." This equates to a SECRET Clearance.

H.8 FACILITY ACCESS

All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete Anti-Terrorism (AT) Level 1 awareness training within 30 calendar days after performance inception. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee to the FEDSIM COR within seven calendar days after completion of training. AT Level 1 awareness training is available at the following website: <https://atlevel1.dtic.mil/at>.

Contractor and all associated subcontractor personnel shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures. The contractor shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor personnel shall comply with all personal identity verification requirements as directed by DoD, HQDA, and local installation or facility policy. Should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security processes or procedures.

When applicable, the contractor shall arrange with the FEDSIM COR procedures for means of access to premises, delivery, and storage of materials and equipment, use of approaches, use of corridors, stairways, elevators, and similar matters. Any requests received by the contractor to change the sequence or scope of this access shall be referred to the FEDSIM CO.

H.8.1 WORK ON A GOVERNMENT SITE

In performing work under this TO on a Government installation or in a Government building, the contractor shall fully comply with local military installation, city, state, and Federal laws, regulations, and/or ordinances pertinent to performance of the contractual services required under this TO.

Specifically, the contractor shall:

- a. Conform to the specific safety requirements established by this TO.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

- b. Observe all rules and regulations issued by the installation's senior official pertaining to fire, safety, sanitation, severe weather, admission to the installation, conduct not directly addressed in this TO.
- c. Take all reasonable steps and precautions to prevent accidents and preserve the life and health of contractor and Government personnel connected in any way with performance under this TO.
- d. Take such additional immediate precautions as the FEDSIM CO, FEDSIM COR, or RCAS TPOC may reasonably require for safety and accident prevention purposes.
- e. Conform to all security requirements as specified in the TO.

H.9 PHYSICAL SECURITY

The contractor shall provide for the physical security of all contractor-controlled CCI in accordance with DA PAM 25-380-2, AR 190-13 (The Army Physical Security Program) and AR 190-51 (Security of Unclassified Army Property). This requirement includes project administration as well as physical security of hardware in the contractor's custody for purposes of initial issue, sustainment, or final disposal.

H.10 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.10.1 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

- a. If a contractor has performed, is currently performing work, or anticipates performing work that creates or represents an actual or potential OCI, the contractor shall immediately disclose this actual or potential OCI to the FEDSIM CO in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.
- b. The contractor is required to complete and sign an OCI Statement (Section J, Attachment L). The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan in accordance with paragraph (c) below.
- c. If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.
- d. In addition to the mitigation plan, the FEDSIM CO may require further information from the contractor. The FEDSIM CO will use all information submitted by the contractor, and any other relevant information known to GSA, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.
- e. If any such conflict of interest is found to exist, the FEDSIM CO may determine that the conflict cannot be avoided, neutralized, mitigated, or otherwise resolved to the satisfaction of the Government, and the contractor may be found ineligible for award. Alternatively, the FEDSIM CO may determine that it is otherwise in the best interest of

SECTION H – SPECIAL CONTRACT REQUIREMENTS

the U.S. to contract with the contractor and include the appropriate provisions to avoid, neutralize, mitigate, or waive such conflict in the contract awarded.

H.10.2 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment M) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- a. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
- b. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel shall also be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained from the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.11 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's EIT Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services provided, and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.12 ADEQUATE COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and Contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the Contract.

H.13 APPROVED PURCHASING SYSTEM

The objective of a contractor purchasing system assessment is to confirm it is a Government-approved purchasing system and evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

A Government-audited and approved purchasing system (e.g., approved by DCAA or Defense Contract Management Agency (DCMA)) is mandatory.

When reviews are conducted of the purchasing system during the performance of the TO, the contractor shall provide the results of the review to the FEDSIM CO within ten workdays from the date the results are known to the contractor.

H.14 EARNED VALUE MANAGEMENT (EVM)

The contractor shall employ EVM in the management of this TO in accordance with the ANSI/EIA Standard-748-A-1998, Earned Value Management Systems. A copy of the standard is available at <http://global.ihs.com/>. The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this TO in accordance with best industry practices. While the Government reserves the right of final approval, a joint determination will be made by the Government and contractor as to where EVM will be applicable. Generally, the Government will not require EVM to be applied against LOE tasks. EVM reporting will explain all variances greater than ten percent, based on work accomplished as of the date of the report, whether the performance goals will be achieved, and discuss the corrective actions that will be taken to correct the variances and the risk associated with the actions. Reports may be tailored to meet operational requirements upon approval by the Government.

Upon Government request, an IBR will be conducted after TOA, or exercise of significant TO options, or incorporation of major TO modifications. The objective of the IBR is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TOR, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

H.15 TRAVEL

Travel may be CONUS or OCONUS.

H.15.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. FTR - prescribed by the GSA, for travel in the contiguous U.S.
- b. JTR, Volume 2, DoD Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
- c. DSSR (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.15.2 TRAVEL AUTHORIZATION REQUESTS (TAR)

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR (Section J, Attachment O) for Government review and approval.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

Long-distance travel will be reimbursed for cost of travel comparable with the JTR. Overseas travel, if required will be reimbursed in accordance with the DSSR.

Requests for travel approval shall:

- a. Be prepared in a legible manner.
- b. Include a description of the travel proposed including a statement as to purpose.
- c. Be summarized by traveler.
- d. Identify the TO number.
- e. Identify the CLIN associated with the travel.
- f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.16 TOOLS AND ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP) (Section J, Attachment P). If the prime contractor is to lose an approved purchasing system, the contractor shall submit to the FEDSIM CO a Consent to Purchase (CTP) (Section J, Attachment Q). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the FEDSIM COR or an approved CTP from the FEDSIM CO and without complying with the requirements of Section H.17.2.

H.16.1 PURCHASING VIA COMPUTER HARDWARE ENTERPRISE AND SOFTWARE SOLUTIONS (CHESS)

All purchases shall be consistent with DoD and Army Acquisition Policies (e.g., the use of the Army CHESS contract vehicles as the primary source for purchases).

H.17 COMMERCIAL SUPPLIER AGREEMENTS

H.17.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C.5 and as contemplated in the Tools and ODC CLINs in Section B.4 (included with final TOR) may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as “clickwrap” or “browsewrap” (collectively, “Supplier Agreements”). For purposes of this TO, the Supplier Agreements are “collateral agreements” within the meaning of the FAR clause at 52.227-14.

H.17.2 The contractor shall ensure that any proposed Supplier Agreements allow the associated software and services to be used as necessary to achieve the objectives of this TO. The contractor shall provide all applicable Supplier Agreements to the FEDSIM CO prior to purchase and shall cooperate with the Government, including negotiations with the licensor as appropriate, to ensure

SECTION H – SPECIAL CONTRACT REQUIREMENTS

compliance with this Section. Without limiting the generality of the foregoing, a compliant Supplier Agreement shall permit all of the following at no extra charge to the Government: (a) access and use by support contractors, including a successor contractor upon termination or expiration of this TO; (b) access and use by employees of other Federal, state, and local law enforcement agencies; (c) transfer to a different data center and/or a successor contractor's cloud; and (d) the creation of derivative works that shall be subject to at least the same rights as set forth in subparagraphs (a) through (c) above. The above rights constitute "other rights and limitations" as contemplated in subparagraph (d) of the FAR clause at 52.227-14, Rights In Data – General (May 2014), Alternate III (Dec 2007).

H.18 PRESS/NEWS RELEASE

The contractor shall not make any press/news release pertaining to this procurement without prior Government approval and only in coordination with the FEDSIM CO.

H.19 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application, or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 252.227-7013 and 252.227-7014 apply. The Software Agreements referenced in section H.17.2 amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in DFARS 252.227-7013 and 252.227-7014 to the extent of such inconsistency.

H.20 CONTRACTOR IDENTIFICATION

As stated in 48 CFR 211.106, Purchase Descriptions for Service Contracts, contractor personnel shall identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and by displaying distinguishing badges or other visible identification for meetings with Government personnel. Contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence.

H.21 TECHNICAL DIRECTION

Technical Direction Letters (TDLs) are means of communication between the FEDSIM COR, RCAS TPOC, and the contractor to answer technical questions, provide technical clarification, and give technical direction regarding the content of the PWS. Technical direction means clarification of contractual requirements or direction of a technical nature, within the context of the PWS of the contract. DFARS 201.602-2 states that the CO may designate qualified personnel as a COR or TPOC. In this capacity, the FEDSIM COR and RCAS TPOC may provide technical direction to the contractor, so long as the technical direction does not make any commitment or change that affects price, quality, quantity, delivery, or other terms and conditions of the contract.

When necessary, the FEDSIM COR and RCAS TPOC will provide the contractor with TDLs concerning details set forth in this TO subject to the following limitations:

SECTION H – SPECIAL CONTRACT REQUIREMENTS

a. The TDL must be in writing and be concurred to by the RCAS TPOC and the FEDSIM COR and approved by the FEDSIM CO prior to issuance of the TDL to the contractor. Any subsequent amendments to the TDL must be in writing and be concurred to by the RCAS TPOC, and approved by the FEDSIM COR prior to issuance of the TDL to the contractor. Written TDLs are the only medium permitted for use when technical direction communication is required. Any other means of communication (including, but not limited to, the Contractor Service Request Letters, Authorization Letters, or Material Budget Letters) are not permissible means of communicating technical direction during contract performance.

b. Each TDL issued is subject to the terms and conditions of this TO and will not be used to assign new work, direct a change to the quality or quantity of supplies or services delivered, change the delivery date(s) or period of performance of the contract, or change any other conditions of the contract. TDLs will only provide additional clarification and direction regarding technical issues. In the event of a conflict between a TDL and the TO, the TO will take precedence.

c. Issuance of TDLs will not incur an increase or decrease to the contract price, estimated contract amount (including fee), or contract funding, as applicable. Additionally, TDLs will not provide clarification or direction of a technical nature that would require the use of existing funds on the contract beyond the period of performance or delivery date for which the funds were obligated.

d. TDLs will provide specific technical direction to the contractor only for work specified in the PWS and previously negotiated in the TOR. TDLs will not require new TO deliverables that may cause the contractor to incur additional costs.

e. When, in the opinion of the contractor, a TDL calls for effort outside the terms and conditions of the contract or available funding, the contractor shall notify the FEDSIM CO in writing, with a copy to the FEDSIM COR, within two working days of having received the technical direction. The contractor shall undertake no performance to comply with the TDL until the matter has been resolved by the FEDSIM CO through a contract modification or other appropriate action.

SECTION I – CONTRACT CLAUSES

I.1 TASK ORDER CLAUSES

All applicable and required clauses set forth in FAR 52.301 automatically flow down to all Alliant 2 TOs based on their specific contract type (e.g., cost, fixed-price, etc.), statement of work, competition requirements, commercial or not commercial, and dollar value as of the date the TO solicitation is issued.

I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make their full text available. Also, the full text of a clause may be accessed electronically at the FAR website:

<https://www.acquisition.gov/far>

I.2.1 FEDERAL ACQUISITION REGULATION (48 CHAPTER 1) CLAUSES

FAR	TITLE	DATE
52.203-19	Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements	JAN 2017
52.204-23	Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities	JUL 2018
52.215-23	Limitations on Pass-Through Charges	OCT 2009
52.216-7	Allowable Cost and Payment. Fill-in: See Section G	JUN 2013
52.232-39	Unenforceability of Unauthorized Obligations	JUN 2013
52.242-15	Stop-Work Order – Alternate I	APR 1984
52.244-2	Subcontracts. Fill-in: (d) In support of CLINs 0001 and 0002 - Labor	OCT 2010
52.246-3	Inspection of Supplies – Cost-Reimbursement (May 2001)	MAY 2001
52.246-5	Inspection of Services—Cost-Reimbursement	APR 1984
52.247-14	Contractor Responsibility for Receipt of Shipment	APR 1984
52.247-63	Preference for U.S. – Flag Air Carriers	JUN 2003
52.247-67	Submission of Transportation Documents for Audit Fill-in: COR, see Section G	FEB 2006

SECTION I – CONTRACT CLAUSES

I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY REFERENCE

The full text of a clause may be accessed electronically at the GSAM website:

<https://www.acquisition.gov/gsam/gsam.html/>

GSAM	TITLE	DATE
552.204-9	Personal Identity Verification Requirements	OCT 2012
552.232-25	Prompt Payment	NOV 2009
552.232-39	Unenforceability of Unauthorized Obligations (FAR Deviation)	FEB 2018
552.232-78	Commercial Supplier Agreements Unenforceable Clauses	FEB 2018
552.239-70	Information Technology Security Plan and Security Authorization	JUN 2011
552.239-71	Security Requirements for Unclassified Information Technology Resources	JAN 2012

I.4 DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENTS (DFARS) CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at Defense Procurement and Acquisition Policy website:

www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html/

DFARS	TITLE	DATE
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	OCT 2016
252.203-7001	Prohibition On Persons Convicted Of Fraud Or Other Defense-Contract-Related Felonies	DEC 2008
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	SEP 2013
252.203-7003	Agency Office of the Inspector General	DEC 2012
252.203-7004	Display of Hotline Posters	OCT 2016
252.204-7000	Disclosure of Information	OCT 2016
252.204-7003	Control of Government Personnel Work Product	APR 1992
252.204-7005	Oral Attestation of Security Responsibilities	NOV 2001
252.204-7009	Limitations on the Use or Disclosure of Third-Party Contractor Reported Cyber Incident Information	OCT 2016
252.204-7012	Safeguarding Covered Defense Information and Cyber Incident	OCT 2016

SECTION I – CONTRACT CLAUSES

DFARS	TITLE	DATE
	Reporting	
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.209-7004	Subcontracting with Firms that are Owned or Controlled by the Government of a Country that is a State Sponsor of Terrorism	OCT 2015
252.211-7003	Item Unique Identification and Valuation	MAR 2016
252.222-7002	Compliance with Local Labor Laws (Overseas)	JUN 1997
252.222-7006	Restrictions on the Use of Mandatory Arbitration Agreements	DEC 2010
252.222-7007	Representation Regarding Combating Trafficking in Persons	JAN 2015
252.223-7004	Drug-Free Work Force	SEP 1988
252.223-7006	Prohibition on Storage, Treatment, and Disposal of Toxic or Hazardous Materials--Basic	SEP 2014
252.225-7001	Buy American Act and Balance of Payments Program	DEC 2016
252.225-7002	Qualifying Country Sources as Subcontractors	DEC 2016
252.225-7012	Preference for Certain Domestic Commodities	DEC 2016
252.225-7013	Duty-Free Entry	MAY 2016
252.225-7021	Trade Agreements — Basic	DEC 2017
252.225-7048	Export-Controlled Items	JUN 2013
252.227-7000	Non-estoppel	OCT 1966
252.227-7013	Rights in Technical Data--Noncommercial Items. Fill-in: No assertions.	FEB 2014
252.227-7014	Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation. Fill-in: No assertions.	FEB 2014
252.227-7015	Technical Data--Commercial Items	FEB 2014
252.227-7016	Rights in Bid or Proposal Information	JAN 2011
252.227-7017	Identification and Assertion of Use, Release, or Disclosure Restrictions. Fill-in: No assertions.	JAN 2011
252.227-7025	Limitations on the Use or Disclosure of Government-Furnished Information Marked with Restrictive Legends	MAY 2013

SECTION I – CONTRACT CLAUSES

DFARS	TITLE	DATE
252.227-7026	Deferred Delivery of Technical Data or Computer Software	APR 1988
252.227-7027	Deferred Ordering of Technical Data or Computer Software	APR 1988
252.227-7028	Technical Data or Computer Software Previously Delivered to the Government	JUN 1995
252.227-7030	Technical Data--Withholding of Payment	MAR 2000
252.227-7037	Validation of Restrictive Markings on Technical Data	SEP 2016
252.232-7010	Levies on Contract Payments	DEC 2006
252.234-7002	Earned Value Management System	MAY 2011
252.239-7000	Protection Against Compromising Emanations	JUN 2004
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
252.239-7010	Cloud Computing Services	AUG 2015
252.239-7018	Supply Chain Risk	OCT 2015
252.242-7005	Contractor Business Systems	FEB 2012
252.242-7006	Accounting System Administration	FEB 2012
252.243-7002	Requests For Equitable Adjustment	DEC 2012
252.244-7000	Subcontracts for Commercial Items	JUN 2013
252.244-7001	Contractor Purchasing System Administration—Basic	MAY 2014
252.246-7001	Warranty of Data—Basic	MAR 2014
252.246-7007	Contractor Counterfeit Electronic Part Detection and Avoidance System	AUG 2016
252.246-7008	Sources of Electronic Parts	OCT 2016
252.247-7023	Transportation Of Supplies By Sea—Basic	APR 2014
252.251-7000	Ordering From Government Supply Sources	AUG 2012
252.251-7001	Use of Interagency Fleet Management System (IFMS) Vehicles and Related Services	DEC 1991

SECTION J – LIST OF ATTACHMENTS

J.1 LIST OF ATTACHMENTS

The following attachments are attached, either in full text or electronically at the end of the TOR.

ATTACHMENT	TITLE
A	COR Appointment Letter
B	Acronym List
C	Incremental Funding Chart (electronically attached .xls) (Attached at TOA)
D	Current IT and Network Environment
E	Problem Notification Report (PNR)
F	Question and Answer Template
G	RESERVED
H	Deliverable Acceptance-Rejection Report
I	RESERVED
J	Department of Defense (DD) 254 (Attached at TOA)
K	RESERVED
L	Organizational Conflict of Interest (OCI)Statement
M	Corporate Non-Disclosure Agreement (NDA)
N	RESERVED
O	Travel Authorization Request (TAR) Template (electronically attached .xls)
P	Request to Initiate Purchase (RIP) Template (electronically attached .xls)
Q	Consent to Purchase (CTP) Template (electronically attached .xls)
R	RESERVED
S	Cost/Price Excel Workbook (To be removed at time of award)
T	Project Staffing Plan Template (To be removed at time of award)
U	Key Personnel Qualification Matrix (KPQM) (To be removed at time of award)
V	Reserved
W	RESERVED
X	RESERVED
Y	RESERVED
Z	Quality Assurance Surveillance Plan (QASP)

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF
OFFERORS OR RESPONDENTS

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SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

<https://www.acquisition.gov/far>

FAR	TITLE	DATE
52.203-18	Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements or Statements - Representation	JAN 2017
52.215-1	Instructions to Offerors-Competitive Acquisition	JAN 2004
52.215-22	Limitations on Pass-Through Charges—Identification of Subcontract Effort	OCT 2009
52.225-25	Prohibition on Contracting With Entities Engaging in Certain Activities or Transactions Relating to Iran—Representation and Certifications	OCT 2015
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013
252.239-7017	Notice of Supply Chain Risk	NOV 2013
252.203-7005	Representation Relating to Compensation of Former DoD Officials	NOV 2011
252.204-7008	Compliance with Safeguarding Covered Defense Information Controls	OCT 2016

L.1.1 SOLICITATION PROVISIONS PROVIDED IN FULL TEXT

FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Alternate I (OCT 2010)

- (a) Submission of certified cost or pricing data is required.
- (b) Provide data described below:

All data required to be submitted as part of the offeror's proposal is described in Sections L.5 and L.6 of this solicitation. The offeror must use the formats for submission of data prescribed in these sections. By submitting a proposal, the offeror grants the FEDSIM CO or an authorized representative the right to examine records that formed the basis for the pricing proposal. That examination can take place at any time before award. It may include those books, records, documents, and other types of factual data (regardless of form or whether the

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

data are specifically referenced or included in the proposal as the basis for pricing) that will permit an adequate evaluation of the proposed price.

L.2 GENERAL INSTRUCTIONS

- a. The offeror is expected to examine this entire solicitation document including the Master/Basic Alliant 2 Contract. Failure to do so will be at the offeror's own risk.
- b. The Government may make award based on initial offer received, without discussion of such offer. The Proposal shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments listed in Section J). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.
- c. An offeror submitting restricted data shall mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors - Competitive Acquisition, which is incorporated by reference. FAR Clause 52.215-1(e) states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall –

(1) Mark the title page with the following legend:

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with--the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]; and

(2) Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

- d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 552).
- e. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 GENERAL INFORMATION

The total estimated CPFF (CLIN 0001) of the TO is between ■ and ■. The estimate does not include Tools, ODCs, Long-Distance Travel, CAF and Task 9- Surge/Special Projects.

Proposals shall be valid for a period of not less than 120 calendar days from the date of delivery.

For proposal purposes only, offerors shall use a Project Start date of September 25, 2018.

L.3.1 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation.

L.3.2 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The Government expects to have contractor support during the evaluation from E3 Federal Solutions, LLC (E3). The prime offeror is encouraged to sign a Non-Disclosure Agreement (NDA) with E3 for its submission. NDAs submitted by a prime offeror will be considered as including any subcontractors in the offeror's proposal; subcontractors should not submit separate NDAs (i.e., there should be only one NDA per team).

An offeror that chooses to enter into an NDA with E3 shall coordinate with and submit its corporate NDA to the POC listed below, specifically referencing this solicitation's number and title in the NDA's scope. If an NDA is signed, the NDA shall be submitted with the proposal submission. E3 is prohibited from proposing on any work related to PEO RCAS. This instruction is not evaluated under Section M.

E3 Federal Solutions, LLC

POC: Will Fortier, Director, Acquisition Services

Address: 8281 Greensboro Dr. #400, McLean, VA 22102

Telephone: 202-321-7011

Email: wfortier@e3federal.com

L.4 SUBMISSION OF OFFERS

The offer shall be provided (electronically) to the Government in two Parts and shall contain the following:

- a. Part I – Written Cost/Price Proposal Information
- b. Part II – Written Technical Proposal

The offeror shall submit each Part on the due dates indicated on the Cover Letter.

All electronic files shall be in MS Word, PowerPoint, PDR, or Excel formats. Any documents provided in Section J, List of Attachments, shall be submitted using the same file format (e.g., Project Staffing Plan shall be submitted in Excel file format using the Excel template provided). Pages must maintain 12 point Times New Roman font and be single spaced. Pages (with the exception of Excel and PowerPoint) must maintain one inch margins. Excel files must maintain margins of no less than 0.7 inches, and PowerPoint files must maintain margins of no less than 0.5 inches. Headers and footers may be of a font larger than 12 point, but shall not be smaller than ten point font. PDF files will be allowed for executed documents such as Letters of Commitment.

L.5 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PART I)

Audits may be performed by DCAA on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. The offeror shall fully support all proposed costs/prices. An offeror's proposal is presumed to represent the offeror's best efforts in response

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost/price, shall be explained in the proposal.

The Written Cost/Price Proposal shall be submitted as an electronic copy via email. No thumb drives will be accepted. The offeror shall submit all proposed costs/prices using MS Excel software utilizing the formats without cells locked and including all formulas. The offeror shall include adequate information, which will allow the Government to perform the required Cost and Price analyses.

The offeror shall not include any cost/price data in Parts II of the proposal.

L.5.1 WRITTEN COST/PRICE PROPOSAL INFORMATION (PART I)

Part I contains the Written Cost/Price Proposal information. This volume shall contain the following:

- a. Solicitation, Offer, and Award (SF33) (Tab A)
- b. Section B -Supplies or Services and Prices/Costs (Tab B). Do not include costs/prices for a six-month extension periods authorized by FAR 52.217-8
- c. Cost/Price Supporting Documentation (Tab C)
- d. Subcontractor Supporting Documentation (Tab D)
- e. OCI Statement and NDA (Tab E)
- f. Cost/Price Assumptions (Tab F)
- g. Contract Registration (Tab G)
- h. Current Forward Pricing Rate Agreements or Recommendations (Tab H)
- i. Management Systems (Adequate Cost Accounting and Approved Purchasing Systems) (Tab I)
- j. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab J)

L.5.1.1 SOLICITATION, OFFER AND AWARD (SF 33) (TAB A)

When completed and signed by the offeror, Standard Form (SF) 33, “Solicitation, Offer and Award,” constitutes the offeror’s acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. The offeror shall sign the SF 33 in Block 17.

The offeror shall provide the name of the authorized negotiator or the signatory of the SF 33 as well as the position title, telephone number, fax number, and email address of that individual.

L.5.1.2 SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS (TAB B)

The offeror shall indicate the cost/price to be charged for each item in Section B rounded to the nearest whole dollar. The offeror shall insert not-to-exceed indirect/material handling ceiling rates in accordance with Section B.5.1.

As a supplement to the summary information provided in Section B, the offeror shall provide full back-up documentation for the Labor CLINs for each task area using the provided Cost/Price Excel Workbook (Section J, Attachment S). The offeror shall complete all worksheets in the Cost/Price Excel Workbook in accordance with the instructions provided in the Cost/Price Excel Workbook. **The offeror shall not lock any cells and the offeror shall ensure all calculation**

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

formulas are included in order to effectively show the cost build up in the Cost/Price Excel Workbook. The back-up documentation shall include a summary total for each element of cost (e.g., direct labor, OH, G&A, Facilities Capital Cost of Money (FCCM), fee, etc.).

L.5.1.3 COST/PRICE SUPPORTING DOCUMENTATION (TAB C)

The cost/price supporting documentation is required to enable the Government to perform cost or price analysis. The offeror shall provide the following cost/price supporting documentation:

- a. Cost Narrative:
 1. The offeror shall provide a detailed cost narrative, which explains the processes and methodologies used to develop its cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc.
 2. The offeror shall also include a crosswalk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation.
 3. The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full-Time Equivalent (FTE) hours being proposed during any TO year.
- b. Indirect Rate Information:
 1. The offeror shall break out all proposed indirect rates (OH, Fringe, G&A, etc.) by CLIN, by each applicable TO period, and by task area.
 2. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied.
 3. Historical indirect rates (unburdened) shall be provided (OH, Fringe, G&A, etc.) for the last three years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
- c. Direct Labor Rate Information:
 1. The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all option periods. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed.
 2. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all option periods.
- d. Fee Review:
 1. The offeror shall break out all proposed fees and clearly delineate the cost base in which the fee percentages are applied.

L.5.1.4 SUBCONTRACTOR SUPPORTING DOCUMENTATION (TAB D)

The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type, and how fee will be determined and paid. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope. **The prime contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of \$10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**

The prime offeror is responsible for ensuring that all cost type subcontractors include the same type of cost detail in the same format as required in Section L.5.1.3. All non-cost subcontractors shall provide the following information:

- a. Firm-Fixed-Price (FFP): A basis of estimate for the FFP amount is required, which includes the LOE and fully burdened labor rates associated with the FFP amount.
- b. Time and Materials (T&M)/Labor Hour: The labor rate, the LOE, and supporting documentation to substantiate the proposed labor rates are required for the T&M amount. Supporting documentation could include past invoices, GSA schedule price lists, or other applicable information.

All proposed Alliant 2 labor categories should be mapped to the appropriate labor category in the supporting documentation, and a description of the labor categories should be provided.

L.5.1.5 OCI STATEMENT AND NDA (TAB E)

The offeror and each subcontractor, consultant, teaming partner, and individuals involved in proposal development shall complete and sign an OCI Statement. All information pertaining to OCI is outlined in Section H.10.

If an offeror prime enters into an NDA with E3, the offeror may include the signed agreement in Tab E.

L.5.1.6 COST/PRICE ASSUMPTIONS (TAB F)

The offeror must submit all (if any) assumptions upon which the Cost/Price Proposal is based.

L.5.1.7 CONTRACT REGISTRATION (TAB G)

The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in ASSIST and that all information in ASSIST is up-to-date. ASSIST can be accessed by visiting the following webpage:

<https://portal.fas.gsa.gov/assist-web/registration/contractor/search>

L.5.1.8 CURRENT FORWARD PRICING RATE AGREEMENTS (FPRA) OR RECOMMENDATIONS (FPRR) (TAB H)

The offeror shall submit all forward pricing rate agreements or recommendations including that of the prime contractor, any cost-type subcontractors, and/or proposed Joint Venture. Offeror that do not have FPRA or FPRR shall provide a copy of its Forward Pricing Rate Proposal (FPRP) submitted to DCMA.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.5.1.9 MANAGEMENT SYSTEMS (ADEQUATE COST ACCOUNTING AND APPROVED PURCHASING SYSTEM) (TAB I)

- a. The offeror shall describe all applicable management systems (i.e., accounting, estimating, purchasing, Earned Value Management Systems (EVMS)).
- b. The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency, if small business) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems (e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter).
- c. The offeror shall include the name, office, and phone number of its cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who are responsible for any cost accounting and purchasing system reviews of the contractor.

L.5.1.10 COST ACCOUNTING STANDARDS (CAS) DISCLOSURE STATEMENT (D/S) (TAB J)

The offeror shall submit copy of the CAS D/S adequacy letter from DCMA. Also, the offeror shall state the adequacy of D/S, date audited, audit report number, date determined adequate by ACO, and include any non-compliances with CAS.

L.5.1.11 CERTIFICATE OF CURRENT COST OR PRICING DATA (TAB K)

The offeror shall execute a Certificate of Current Cost or Pricing Data, using the format in FAR 15.406-2, after negotiation settlement.

L.6 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL (PART II)

The offeror shall submit all information described in the following paragraphs. The offeror shall provide an electronic copy via email, containing all required sections of this Part. No thumb drives will be accepted.

Part II is the written Technical Proposal and shall contain the following (page limitations, if applicable, are indicated in the parentheses following each item):

- a. Project Staffing Plan
- b. Project Staffing Rationale (limited to five pages)
- c. Key Person Qualification Matrix (KPQM) (limited to three pages for each Key Person)
- d. Technical Assumptions (if any)

L.6.1 PROJECT STAFFING PLAN

The offeror shall provide a Project Staffing Plan in accordance with the Project Staffing Plan Template contained in Section J, Attachment T. The submission shall contain all proposed individuals that will be working on this effort. All Key Personnel proposed shall be identified in the Project Staffing Plan and available to begin work immediately on the Project Start Date indicated in Section L.3 of this solicitation.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

All non-Key Personnel shall meet the requirements of the Alliant 2 Contract. If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate To Be Determined (TBD) in the Project Staffing Plan. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan. The offeror shall supply all requested information for all proposed personnel regardless of whether a name or TBD is provided. The names of all non-Key Personnel that can be provided shall be provided. Information in the Project Staffing Plan provides a basis for the Government to determine the efficacy of the Project Staffing Plan. If TBD is indicated for any non-Key Personnel, the offeror shall supply the offeror's proposed experience/certifications that would be needed to in that role. All qualification sections of the proposed Project Staffing Plan shall be completed uniquely for each person or TBD role provided.

The offeror shall include all proposed personnel in each performance period of the Project Staffing Plan, regardless of whether there are hours proposed for that person in that period to maintain consistency between each period of performance.

The offeror shall ensure there is consistency in the LOE between the Project Staffing Plan provided in Part II and the Written Cost/Price Proposal provided in Part I, being cognizant of rounding issues.

L.6.1.1 PROJECT STAFFING RATIONALE

The offeror shall provide a Project Staffing Rationale for the proposed project staffing solution presented in the Project Staffing Plan. The offeror shall describe its rationale for the proposed labor mix and LOE to support each TOR task. The offeror shall also describe what factors drove its proposed labor mix and how its proposed staffing solution will accomplish the Government's objectives and requirements.

If the offeror chooses to propose ancillary service labor categories (reference Section B.6.1.3 of the Alliant 2 contract), the offeror shall provide the rationale within this section of the proposal.

L.6.2 KEY PERSONNEL QUALIFICATION MATRIX (KPQM)

The offeror shall submit a KPQM (Section J, Attachment U) for each Key Person proposed relating the specialized experience identified in Section H.1 of this solicitation and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The offeror shall represent the following:

- a. All Key Personnel meet the requirements of the Alliant 2 Contract.
- b. All Key Personnel meet the requirements of the TO, including security clearance requirements. The offeror shall provide a confirmation statement that all proposed Key Personnel possess the security clearance level required in Section H.7 and Section J, Attachment J (DD 254) of the TOR. The offeror shall also indicate the required security clearance level in the Project Staffing Plan referenced in Section L.6.1.

L.6.3 TECHNICAL ASSUMPTIONS

The offeror shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

Cost/Price information that serves as the basis of a Cost/Price assumption identified in the offeror's Written Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

SECTION M – EVALUATION FACTORS FOR AWARD

M.1 METHOD OF AWARD

The Government anticipates awarding a single TO to the offeror once its proposal is determined to be technically acceptable to the Government and the offeror's costs/prices are determined to be fair and reasonable. The technical proposal will be evaluated based on the factors described in **Section M.4**. FEDSIM does not incorporate proposals into any resultant award. The proposal shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in the proposal is prescribed in 18 U.S.C. 1001.

M.2 COST/PRICE PROPOSAL EVALUATION

The offeror's cost proposal (Section L.5, Part I, Tabs A through K) will be evaluated to assess for cost and price fair and reasonableness. The CAF is not included in the price evaluation.

M.3 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

Tab E will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential OCI is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

M.4 TECHNICAL EVALUATION FACTORS

The Government will evaluate the written technical proposal (Section L.6, Part II) based on the following factor:

Factor 1: Key Personnel and Project Staffing as shown on the written Project Staffing Plan, written Project Staffing Rationale, and written KPQMs (Section H.1 and L.6)

The technical proposal evaluation factor is significantly more important than cost. The Key Personnel and Project Staffing factor will be assessed as ACCEPTABLE or NOT ACCEPTABLE. The rating of NOT ACCEPTABLE will result in negotiations for an ACCEPTABLE rating. In addition, the Government will negotiate any technical assumption that may adversely impact satisfying the Government's requirements.

METHODOLOGY. For this acquisition the term "methodology" is defined as the system of practices, techniques, procedures, and rules as required by this TO. This definition is based on the PMI Project Management Body of Knowledge (PMBOK). For the avoidance of doubt, the Government is seeking a coherent discussion of how the offeror proposes to meet its requirements, rather than a mere restatement of the requirements or a mere listing of what it proposes to do. The latter will not be deemed to constitute a methodology.

M.4.1 FACTOR 1: KEY PERSONNEL AND PROJECT STAFFING

The Government will evaluate the level of clarity and effectiveness of the offeror's Key Personnel and Project Staffing approach. The following areas from the written technical proposal (Section L.6) will be evaluated to determine clarity and effectiveness:

- a. The Project Staffing Plan and Project Staffing Plan Rationale will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.6.1 and L.6.1.1, including the estimated hours and labor categories/labor mix for proposed Key Personnel and non-Key Personnel. Additionally, the Government will evaluate the degree

SECTION M – EVALUATION FACTORS FOR AWARD

of relevance, comprehensiveness, and effectiveness of the proposed non-Key Personnel's experience, skill, and qualifications as it relates to the requirements in the TOR.

- b. The KPQM will be evaluated to assess the appropriateness and comprehensiveness of the experience, skills, and qualifications of the proposed Key Personnel identified in Section H.1.

M.5 TECHNICAL ASSUMPTIONS

Offeror assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any assumption that may adversely impact satisfying the Government's requirements.